

# ***Stratagy<sup>®</sup>Flash***

**Voice Processing Systems**  
*Release 3.1*

## **Installation and Programming Guide**

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## Publication Information

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# Before You Install Strategy Flash...

*This checklist has been included with the Strategy® Flash Voice Processing system to assist you in a successful installation. Prior to installing the Strategy Flash Voice Processing system, **please read and complete both sides of this checklist.***

## 1 Handling the Strategy Flash Voice Processing System

*Do not attempt to open the Strategy Flash enclosure. There are no field-serviceable parts inside. **Opening the Strategy Flash system voids the warranty.***

- ☐ Check the items contained in the package against the packing list. In addition to the hardware components, you receive a copy of the *Strategy Flash Wall-Mounting Template and Instructions*.
- ☐ Inspect all equipment for damage. If equipment is missing or damaged, contact Toshiba Order Processing immediately.
- ☐ Save the original shipping box for re-use when transporting system hardware. The original packing material has been specifically designed to offer the Strategy Flash system with maximum protection.

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## 2 Power Considerations

- ☐ Always connect the Strategy Flash system to a dedicated 240VAC outlet.
- ☐ If your Strategy Flash installation is in an area with unreliable power, you should also install an uninterruptible power supply to avoid any failures that can be caused by power fluctuations, including hardware failure and file corruption.

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## 3 System Administration

- ☐ **Local Administration** on the Strategy Flash requires a portable or desktop PC with MS DOS® 6.2, Strategy Admin software, 5MB available hard disk space, a 3.5" 1.44 floppy disk drive and 580KB free RAM. You'll also need a 9-pin null-modem serial cable or Toshiba SG-ADMIN-CABLE to connect your PC to the Strategy Flash.  
  
**Note** In order to maintain Strategy Flash system integrity, customer-supplied anti-virus software should be resident and active on any PC that is connected to the Strategy Flash system. Refer to Strategy Technical Bulletin 05005 for further information.
- ☐ **Telephone Administration** is available on Strategy Flash systems. A special System Administrator User ID mailbox (User ID 999) can be used by the System Administrators to add, delete and reset user mailboxes, add user names to the directory, reset security codes on user mailboxes, change the time on the Strategy system and record the system announcement and busy music.
- ☐ **Remote Administration** on the Strategy Flash system requires an external modem be connected to the Strategy Flash's COM 2 port. (See the *Strategy Flash Installation Guide* for installation details.)

## 4 Telephone System Configuration

*The Stratagy Flash Voice Processing system works with all Strata CT, DK280, DK40 & DK16 telephone systems.*

- ☐ Make sure there are enough single line or two wire (analogue) station ports on the Strata DK to support the number of Stratagy Flash ports required.
- ☐ Strata DK needs to recognise the Stratagy Flash's DTMF signalling. Make sure an BRCS is installed on the Strata CT BxCAU/BxCBU, RRCS for the DK280 RCTU, K5RCU for the DK40, or a K4RCU for the DK16.
- ☐ Run Program 03 and assign these code(s) where the DTMF receiver is installed:

Strata CT	Strata DK280	DK40	DK16
Code 92, 93, or 94 for slot 000	Code 92, 93, or 94 for slot 00	Code 98 for slot 00	Code 92 for slot 00

**Note** After making any changes in Program 03 the Strata DK must be powered down and then back up in order to recognise the DTMF receiver.

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## 5 SMDI Considerations

*We recommend Simplified Message Desk Interface (SMDI) integration for optimum performance of both the Stratagy and Strata Telephone systems. SMDI is not supported on the Strata DK40 and DK16 telephone systems.*

- ☐ The Strata DK telephone system must be equipped with a PIOU or PIOUS card for SMDI integration.
- ☐ In the Strata DK's Program 03, set code 43 for PIOU/PIOUS cards.
- ☐ A serial cable must be installed between the PIOU/PIOUS and the Stratagy Flash.
- ☐ Refer to the *Stratagy Flash Installation and Programming Guide* and the *Stratagy I&M Manual* for complete instructions on configuring Stratagy Voice Processing systems for SMDI integration.

## 6 Just a Few More Things...

- ☐ Be sure to change the security code of the Shutdown Mailbox User ID 983. See the *Stratagy Flash Installation and Programming Guide* for details.
- ☐ When using a modem in the Stratagy Admin PC, remember that Stratagy Admin does not work with COM 3 or 4.
- ☐ Toshiba suggests that you do not write over the Stratagy Admin directory when installing a newer version of Stratagy Admin. Always retain previous versions of the Stratagy Admin software for use with other Stratagy Flash systems.
- ☐ Make sure you have your *Stratagy Flash Installation and Programming Guide*, *Stratagy I&M Manual* and *Strata DK I&M and Programming Manuals* on hand for the installation. **Be sure to read the *Stratagy Flash Installation and Programming Guide* before installing the system.**
- ☐ Remember to back up your database after installation.

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***If you have read and completed this checklist, installation will be a breeze!  
OK, let's get started!***



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# Introduction

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This Installation & Programming Guide introduces you to the Strategy Flash Voice Processing System and serves as a supplement to the *Strategy I&M Manual*. All information concerning the Strategy Flash is contained in this document. Applicable references can be found in the *Strategy I&M Manual*.

Before starting the Strategy Flash installation procedures, please read through all instructions in this guide thoroughly. Important information is covered which is crucial to a successful installation.

## Organisation

This guide contains the following information:

- ◆ **Chapter 1 – The Grand Tour** gives you a general description of the Strategy Flash's capabilities and basic operations. Features exclusive to the Strategy Flash are described in detail.
- ◆ **Chapter 2 – Installation** contains vital information on how to install the Strategy Flash, load and configure Strategy Admin software, and access and configure Strategy Flash software.
- ◆ **Chapter 3 – Configuring Strategy** contains detailed information about defining Strategy System Configuration and Integration, and installing Strategy software from the floppy-disk drive.
- ◆ **Chapter 4 – Maintenance** provides instructions on how to use the Tool Utility for backing up, restoring, upgrading software, and performing filecopies. This chapter also describes the Strategy Flash's trace diagnostics.
- ◆ **Chapter 5 – System Administrator User ID** provides instructions on using the new Reset User ID Security Code and Add User's Name to Directory features.
- ◆ **Index**

## Conventions

This guide uses the following conventions:

- Note**     Elaborates specific items or references other information. Within some tables, General Notes apply to the entire table and numbered Notes apply to specific items.

**Important!** *Calls attention to important instructions or information.*

**WARNING!** Alerts you when the given task could cause personal injury or death.

**CAUTION!** Advises you that hardware, software applications or data could be damaged if the instructions are not followed closely.

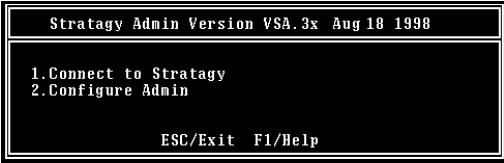
**Courier** shows a computer keyboard entry or screen display. "Type" indicates entry of text. "Press" indicates pressing the designated key. Example of both:  
Type **Strategy** then press **Enter**.  
+ shows a multiple PC keyboard or phone button entry. Entries without spaces between them show a simultaneous entry. Example: **Delete+Enter**. Entries with spaces between them show a sequential entry. Example: **# + 5**.  
~ means "through." Example: 1 ~ 5.  
➤ denotes the step in a one-step procedure.  
Grey words within the text denote cross-references. In the electronic version of this manual (Strategy Library CD-ROM), cross-references appear in blue hypertext.

see Figure 9

➤ denotes a procedure

1. *Actions* you perform appear in this column. They can consist of either a single step or a series of numbered steps.
2. When the action you perform results in a screen, menu, etc., the screen displays to the right.

The *immediate response to the action* performed appears in this column. Additional notes and comments are also included.



## Related Documents

**Note** Some documents listed here may appear in different versions on the CD-ROM or in print. To compare and find the most current version, check the document's title page.

You can find additional detailed information about Stratagy in the following companion documents:

- ◆ **Stratagy Voice Processing General Description** provides a system overview, available hardware, and features of the Stratagy systems.
- ◆ **Stratagy Installation and Maintenance Manual** provides installation and maintenance requirements and procedures for the Stratagy 12 system. Also includes System Administration forms and instructions on how to configure the system.
- ◆ **Stratagy DK Installation & Programming Guide** provides installation, maintenance and programming information for the Stratagy DK systems.
- ◆ **Stratagy User Guide (Issue 4)** provides the procedures necessary to operate the Stratagy system. The Guide includes a quick reference map (flowchart) outlining Stratagy's features and operation.
- ◆ **Quick Reference Guide** provides a quick reference of frequently-used features. There is a guide available for each Stratagy system.
- ◆ **System Administrator Quick Reference Guide** provides a quick reference guide to the features available to the System Administrator (User ID 999).
- ◆ **Stratagy Voice Processing Library CD-ROM** contains a copy of all Stratagy documentation and enables you to view, print, navigate and search publications.



# The Grand Tour

# 1

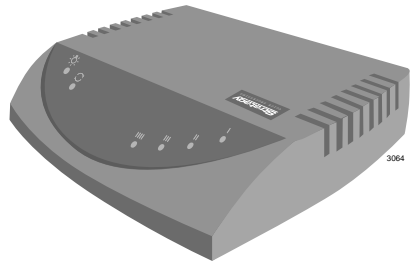
The Strategy Flash is a stand-alone two- or four-port, solid-state voice messaging platform that combines Strategy software with flash memory and an integrated CPU, all enclosed in a compact and easily installed unit manufactured by Dialogic® Corporation (see Figure 1-1).

Both models, the two-port (SG-F-2-U) and the four-port (SG-F-4-U), are equipped with a flash memory cartridge that provides approximately four hours of voice storage. Upgrading the Strategy Flash to four ports does not require any hardware. The upgrade is performed remotely by Toshiba, following the same procedure as upgrading ports on the Strategy DK. Each Strategy Flash has been pre-programmed at the factory for out-of-box (plug-and-play) operation on the Strata DK40. This includes the integration and configuration parameters, default station (extension number) User ID mailboxes, and company greeting and instructions.

The supported systems and recommended software versions are:

- ◆ Strata DK16 — all releases
- ◆ Strata DK40 — all releases
- ◆ Strata DK280 — all releases
- ◆ Strata CT — all releases

The Strategy Flash requires Strategy Admin software, installed on a separate IBM-compatible Strategy Admin PC, for local or remote administration and maintenance.



**Figure 1-1 Strategy Flash**

## Strategy Flash's Memory

The Strategy Flash uses a solid-state flash memory data storage device that uses non-volatile, semiconductor, read/write storage technology. This means that if power is interrupted, the database is not lost. The Strategy Flash database information remains secure through power outages without employing on-board batteries.

The flash memory has very high-data integrity with automatic bad-spot management and sparing, and full Error Correction Coding (ECC) for high reliability. The flash memory data storage device contains no moving parts, is fast, noiseless, light and rugged. It operates in the Strategy Flash as an industry standard Integrated Drive Electronics (IDE) hard disk drive.

It uses the same 512-byte sector size employed in all PC hard disk drives and emulates the disk drive file structure. However, unlike disk drives, the operating speed of the flash memory data storage device does not decrease with increasing amounts of data stored on the drive; nor does disk storage fragmentation occur.

# Hardware

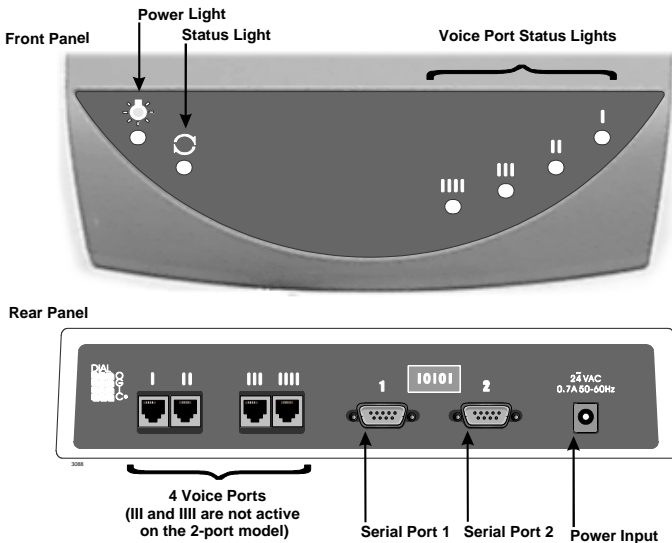
**Important!** *The Strategy Flash contains no field serviceable parts. Opening the system voids the warranty.*

The Strategy Flash has a power light, a status light, and four voice ports and corresponding voice port status lights. On two-port models (SG-F-2-U), voice ports/status lights III and IIII are not active (see Figure 1-2).

The Strategy Flash's two serial ports are allocated as follows: Serial Port 1 is reserved for the Station Message Desk Interface (SMDI) and Port 2 for Strategy Admin PC connection.

**Note** SMDI is not available on the DK40 and DK16.

The Strategy Flash unit can be located on a desk/table top or wall mounted, if desired. Two wall-mounting screws and anchors are included with the system.



**Figure 1-2 Strategy Flash Front and Back Panels**



## ON/OFF

The Strategy Flash is not equipped with an ON/OFF switch.

### ➤ To turn the Strategy Flash ON/OFF

- Attach or detach the Strategy Flash power supply using a properly grounded electrical outlet. The Power Light goes ON/OFF accordingly.

### ➤ To reset the Strategy Flash

- Unplug the Strategy Flash's power cord from the wall, wait a few seconds and then plug it back in.

## Status Light

The status light indicates the state of the Strategy application:

- ◆ ON = Strategy is running
- ◆ OFF = Strategy is shutdown

## Voice Port Status Lights

Each port has a status light labelled I–III on the front of the Strategy Flash unit (see [Figure 1-2](#)) that indicates the hookswitch and ring states of the port. The lights are ON/OFF based on the following:

Signal (Loop Current On)	Voice Port Status Lights	
	ON	OFF
HOOKSWITCH		
ON-HOOK		X <sup>1</sup>
OFF-HOOK	X	

1. When a ring signal is present, the voice port status light flickers rapidly during the audible part of the ringing.

When Strategy is shutdown or starting up, all connected port status lights are ON.

## New Release 3 Features

### Year 2000 Compliance

Many telecommunications and computer systems record and store dates in their databases using only the last two digits of the year (e.g., 89 for 1989). This means that on January 1, 2000, unless modified, these systems will see the year as 1900, instead of 2000. As a consequence, any date sensitive functions and applications are potentially at risk.

The Strategy Flash system is year 2000 compliant. Features that operate based on time of day, such as message waiting notification and auto schedules, will not be adversely affected by the coming of the new millennium.

### Pending Messages

A new message classification called Pending has been added to the New Message Queue. This option is configured for each User ID Mailbox by setting the *Message Pending* field on the User Options screen to ON (see [“Message Pending Field” on Page 2-22](#)).

When the field is set to ON, the New Message Queue is divided into two classifications:

- ◆ New – A message that has never been played or played for less time than the time set in the *msg\_pending\_threshold* parameter (default is five seconds). The Message Waiting Light remains ON, and the message remains in the New Message Queue.
- ◆ Pending – A message played for longer than the time set in the *msg\_pending\_threshold* parameter. The Message Waiting Light is turned OFF, the message remains in the New Message Queue, and a Return Receipt is sent, if applicable.

### Additional Administration Mailbox Features

The System Administrator User ID mailbox is enhanced to include the following features via the telephone:

- ◆ Add User name to the system directory – entries made using this option display as numeric characters in the Directory Name 1 and Directory Name 2 fields of the Users Menu (See [Chapter 5 – System Administrator User ID](#).)
- ◆ Reset the user password to the system default.

### User Interface Enhancements

The enhancements include the following:

- ◆ From the last message in the queue, the user can press **1** to go to the top of a queue.
- ◆ From the first message in the queue, the user can press **★2** to go to the bottom of a queue.
- ◆ If no messages are in the queue, the user is not prompted to “press **1** to play messages.”
- ◆ when a user logs on to his/her mailbox, the Strategy states the user’s name in addition to the number of messages in each queue, “Jane Doe. You have three new messages...”
- ◆ When listening to a reply message, a prompt now notifies the user that the message is a reply message.
- ◆ At the beginning of the Send Message menu, the user can enter **04** for *multiple* destinations (e.g., personal list, User ID, system list) instead of the single destination (e.g., User ID, personal list) options. Entering **04** enables the user to address a message to all the recipients at the start of the menu.

- ◆ Messages marked for Return Receipt Requested send a receipt announcement for Pending messages.

The Return Receipt Requested announcement now plays the original message along with the date and time that the message was played by the receiving mailbox. This assists the user in identifying the message.
- ◆ While recording a message to another mailbox in the system, the user can press **4** at any time to pause the recording. The message resumes recording as soon as **4** is pressed again. Strategy prompts “Begin recording... (Beep).”

If **4** is not pressed, Strategy gives the user an additional 30 seconds (default). If during this time no key is pressed, Strategy cancels the message. Pressing **#** returns the user to the Send Messages Menu.
- ◆ If new messages arrive while the user is accessing his/her mailbox, Strategy notifies the user, upon returning to the Main Menu, that a new message is in the queue.
- ◆ **Tutorial** - When a new user logs on to their mailbox for the first time, a tutorial will take the user through the process of personalising their mailbox. By the time a new user finishes the tutorial, the users’ mailbox will have a name recording, personal greeting and the security code set up uniquely.

## Automatic System Recovery

To ensure successful startups and assist in debugging configuration problems, an Archive directory is now part of the Strategy system. The Archive directory consists of three subdirectories, each containing a version of the Strategy batch files, configuration files and voice mailbox database:

- ◆ Original – contains a copy of the system files when first installed.
- ◆ Good – contains a copy of the system files from the last successful restart. Strategy automatically copies or overwrites the files to this directory each time there is a successful restart, thereby saving the most up-to-date database changes.
- ◆ Suspect – contains a copy of the system files from an unsuccessful restart.

If an unsuccessful startup is detected by the program, Strategy copies the files in question to the Suspect subdirectory, shuts down and reboots using the files in the Good subdirectory. The Suspect files can be used to debug configuration problems.

## Panic Notification Type

The Panic notification type has been added to the drop-down menu for the *Type* field on the Notify menu screen. When an unsuccessful restart occurs during the Automatic System Recovery, this field enables you to set a special notification type for the User ID Mailbox designated in the *error\_box* parameter. Notification can then be sent to System Administrators or support personnel alerting them that an error has occurred on the system.

## New Replaced %K Token

Using the %K token, Strategy can recognise the Calling Party Identification as sent from the connected switching systems through SMDI connection. See “[SMDI Calling Party Identification](#)” on [Page 1-6](#) for details on this feature.

**Note** This is currently not supported in the UK.

## Trace Data Filter/Expander

With Release 3 software, the TRACE.OUT file on the Strategy system software no longer contains readable trace messages. Instead, it contains encoded trace messages that are unintelligible to the user.

As part of the Retrieve Trace File function, on the Tools menu, a new Trace Filter Setup screen enables you to specify the filtering rules for selecting the desired trace records.

After Strategy Admin filters the trace data, it decodes and expands the data into readable records containing the information requested by you in the Trace Filter Setup screen.

With these added features, the Retrieve Trace File function generates a smaller TRACE.OUT file, containing only the necessary information.

## Parameters

The new Release 3 software parameters are:

- ◆ *area\_office* – When SMDI is being used on a Centrex switch, identifies the call as an internal or external call.

**Note** This is not supported in the UK.

- ◆ *error\_box* – Notification box for the Automatic Recovery System.
- ◆ *msg\_pending\_threshold* – Number of seconds that a message must play before it is considered “pending.” See [“Pending Messages” on Page 1-4](#) for a detailed description of Pending messages.
- ◆ *play\_caller\_id* – Determines whether outside Caller ID is announced with the message header when the Caller ID is available. This parameter works in conjunction with SMDI integration.

**Note** This is not currently supported in the UK.

- ◆ *restore\_config* – If the Strategy system encounters a panic error on startup, this parameter determines whether Strategy restores the last known good configuration during the Automatic Error Recovery process.
- ◆ *restore\_original* – If the Strategy system encounters a panic error on startup, this parameter determines whether Strategy restores the original configuration during the Automatic Error Recovery process.

For complete descriptions of these and other revised parameters, see [Tables 2-2~2-3 on pages 2-18~2-20](#).

## SMDI Calling Party Identification

The Strata DK telephone system only provides the Strategy with incoming Calling Party ID via SMDI integration. Data messages or packets are sent into the system to provide information concerning the type of call and the calling party ID.

When the Strategy is integrated via SMDI with a Strata DK telephone system that supports caller ID, new applications are available. Some examples of the new applications are adding the Calling Party ID to the message header, playing a specific greeting and routing a call based on the telephone number received.

**Note** This is currently not supported in the UK.

## Shutdown via a Telephone Set

This new token application enables the System Administrator to shut down the Strategy Flash system using the telephone dial pad. To use the application, the System Administrator accesses User ID mailbox 983 and enters the security code.

At the time of the shutdown request, all inactive channels are taken off-hook. All active channels are given a 60 second time delay to complete processing the current activity. After 60 seconds, they are disconnected and the system shuts down.

This application cannot be used if Strategy Admin is connected. See [“Shut Down the Strategy Flash” on Page 4-13](#) for details.

**Important!** *Ensure that the ‘DND’ field of both User ID’s 982 and 983 is set to ‘OFF’ for this feature to work. By default, this is set to ‘ON’.*

---

**CAUTION!** **Always shut down the Strategy software either with Strategy Admin or through telephone administration prior to powering down the system. Failure to do so can lead to software corruption.**

---

## Exclusive Strategy Flash Features

### Reserved User IDs

The Strategy Flash has two new reserved User IDs—982 and 983 (System Shutdown 1 & 2). The User IDs enable the System Administrator to shut down the system via the telephone dial pad. This eliminates the need for a Strategy Admin connection to correctly shut down the Strategy Flash system.

The following is a list of reserved User ID mailboxes supported by the Flash. See the *Strategy I&M*, Chapter 5 – How Strategy Operates for a complete description of the specific functions.

- ◆ User ID 0: Operator
- ◆ User ID 411: Directory
- ◆ User ID 982: System Shutdown 1
- ◆ User ID 983: System Shutdown 2
- ◆ User ID 990: Company Greeting
- ◆ User ID 991: Caller Instructions
- ◆ User ID 994: Hot Box
- ◆ User ID 997: Defaults Box
- ◆ User ID 998: Direct Message
- ◆ User ID 999: System Administrator User ID

### Maximum Message Length

The default maximum message length for the Strategy Flash is 60 seconds. This is configurable on a mailbox-by-mailbox basis from the Options screen of each User ID Mailbox.

## Maximum Greeting Length

The default maximum greeting length for both the current greeting and the custom busy greeting is 30 seconds. This is configurable on a mailbox-by-mailbox basis from the Options screen of each User ID. Longer user greetings reduce the amount of message storage time.

## Unsupported Strategy Features

In order to preserve storage space, the following features are *not* supported by the Strategy Flash system software.

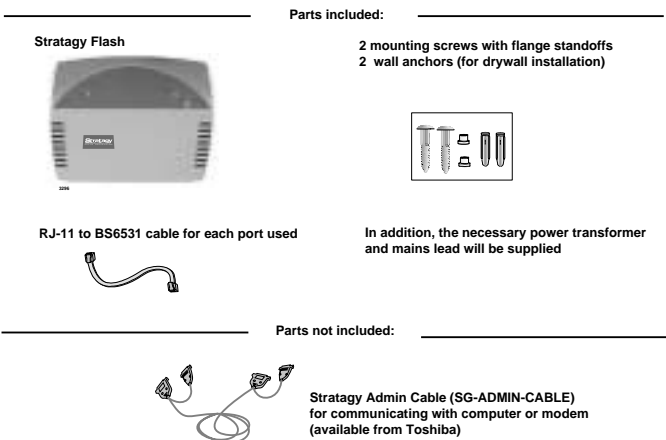
- ◆ Future Delivery (User ID Mailbox 995)
- ◆ Guest User IDs (User ID Mailbox 996)
- ◆ Fax Messaging (fax tone detect and transfer is supported)
- ◆ Audio Messaging Interchange Specification (AMIS)
- ◆ Bilingual prompts
- ◆ Speed Control for Message Playback
- ◆ Some Interactive Voice Response (IVR) related prompts (e.g., monies)
- ◆ The Shutdown and Restart Token KS (5)

Before starting the installation, read through these instructions thoroughly. Important information is included in this guide that is crucial to a successful installation.

## Step 1: Unpack and Inspect

1. When you receive the system, examine all packages carefully and note any visible damage. If you find any damage, do not open the packages. Contact the delivery carrier immediately and make the proper claims.
2. Check the items contained in the packages against the packing list. In addition to the hardware components (see Figure 2-1), you receive a copy of the *Strategy Flash Wall-Mounting Template and Instructions*.
3. Inspect all equipment for damage. If equipment is missing or damaged, contact your supplier immediately.
4. Remove any shipping tape and packing material used to protect the system during shipment. Retain the packing materials for re-use when transporting system hardware.

**CAUTION!** Do not attempt to open the Strategy Flash enclosure. There are no field-serviceable parts inside. Opening the Strategy Flash system voids the warranty.



**Figure 2-1 Strategy Flash Hardware Components**

## Step 2: Select the Hardware Site

- Since the Strategy Flash and the telephone system must be physically connected, it is preferable to place the Strategy by the telephone system.

**Note** This is necessary if using SMDI

## Power Requirements

We recommend the following for the Strategy Flash unit:

- ◆ A 13A unswitched fused spur fitted with a 3A fuse (avoids accidental power interruption).
- ◆ An Uninterruptible Power Supply (UPS) in areas where the power source is not stable (frequent power failures, etc.).

## Environmental Considerations

The area in which you locate the Strategy Flash affects its operation. Place it in an appropriate area that is:

- ◆ Dry, clean, well ventilated and lighted (avoid placing it in direct sunlight), and easily accessible
- ◆ Not subject to extreme hot or cold, corrosive fumes, dust, other airborne contaminants, or excessive vibration
- ◆ Not in the immediate vicinity of heavy electronics (eg photocopiers etc.)

## Step 3: (Optional) Wall Mount the Unit

- See the *Strategy Flash Wall-Mounting Template and Instructions* included in the package.

## Step 4: Set up Strategy Flash System Hardware

- |   |  |
|---|--|
| <ol style="list-style-type: none"><li>1. If the Flash is not going to be wall mounted, place the unit in the site determined.</li><li>2. If using an Uninterruptible Power Supply (UPS), plug it into a dedicated outlet.</li><li>3. Connect the power supply cable included in the package (see <a href="#">Figure 2-1</a>).</li></ol> | <p>An UPS is required in areas where the power source is not stable (frequent power failures, etc.).</p> |
|---|--|



Once you have connected the power supply cable, the Strategy Flash performs a self test while booting-up.

The Strategy Flash voice ports are off-hook for a short period during startup while Strategy software loads. During that time, the status light is OFF and should turn ON when finished.

## Step 5: Setting up the Strata DK & CT

To the Strata DK & CT, Strategy Flash voice ports connected to the two wire extensions (RSTU/PSTU/KSTU) function as single line/two wire telephones. There are special program settings required to enable Voice Mail functionality on these ports.

**Note** To avoid port lock up when calling into Strategy Flash the Voice Mail parameters must be set on the Strata DK before Strategy Flash is first powered up and a call is presented.

1. Using Program 03 - Flexible PCB Slot Assignments set/verify the following assignments:
  - ◆ Set code 31 for the slot where the (RSTU/PSTU/KSTU) is installed that is connected to Strategy Flash.
  - ◆ Enable the station ports connected to Strategy Flash to receive DTMF signalling.
  - ◆ For DK280/CT: set codes 92 or 93 for slot 00/01 for the RRCS installed on the RCTU/BxCAU.
  - ◆ For DK40: set code 98 for slot 00 for the K5RCU.
  - ◆ For DK16: set code 92 for slot 00 for the K4RCU.
  - ◆ If SMDI is desired with the Strata DK280/CT: set PIOU or PIOUS for code 43 to enable the SMDI port.

**Important!** *The Strata DK must be powered down and back on after changes in Programming Assignments are made in Program 03.*

### Notes

- If SMDI integration is to be used (DK280/CT only), ensure that the COM port selected for SMDI integration does not conflict with the COM port set for remote/local access. Toshiba recommend that COM Port 1 is used for SMDI. For more information refer to the *Strategy I & M Manual, Chapters 1 & Chapter 4*.
  - DK16 & DK40 do not support SMDI.
2. Program the Strata DK system for Voice Mail Integration. See the Programming section in the relevant *Strata DK I & M or Programming Manual* for details.

# Step 6: Verify that Voice Playback, Basic Auto Attendant and Ports are Functioning Correctly

- Dial the extension number for each port. Strategy should (for each port):
  - ◆ Answer and play the Toshiba Plug and Play company greeting (“Thank you for calling...”), greeting 1 in User ID mailbox 990.
  - ◆ Continue to play the Toshiba Plug and Play caller instructions greeting (“If you know the extension of the person you wish to reach...”), greeting 1 in User ID mailbox 991.

# Step 7: Load Strategy Admin Software (VSA.3x)

**Note** Loading the Strategy Admin software can be done before/after connecting the Strategy Admin PC to the Strategy Flash.

The Strategy Admin PC, connected to the Strategy (see [Step 8 on Page 2-5](#)), must meet the following specifications:

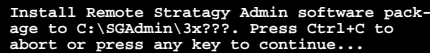
- ◆ IBM compatible
- ◆ 3.5” 1.44 (high-density) floppy disk drive
- ◆ Hard drive with a minimum of 5MB of available disk space
- ◆ DOS V6.2 or higher must be resident on the hard drive
- ◆ 580KB RAM memory free

---

**CAUTION!** Do not install the Strategy Admin VSA.3x software into an existing Admin3 directory used for Strategy DK systems. If you do, file corruption occurs.

---

1. Insert the Strategy Admin disk into the floppy disk drive of the Strategy Admin PC.
2. Access the DOS prompt (C:\).
3. To begin the installation procedure, type:  
**a:install**
4. Press any key to continue.



```
Install Remote Strategy Admin software pack-
age to C:\SGAdmin\3x???. Press Ctrl+C to
abort or press any key to continue...
```

The Strategy Admin program is installed on drive **C:** in subdirectory **SGAdmin\3x**. (where **3x** denotes the software version of Strategy Admin).

## Step 8: Connect Strategy Admin PC to Strategy Flash

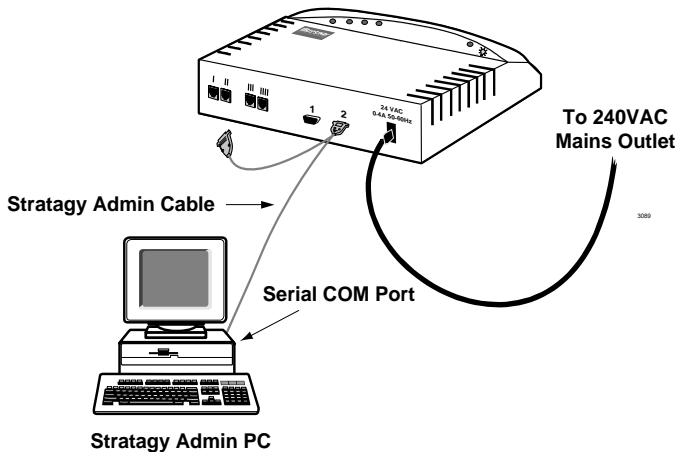
Communication between the Strategy Admin PC and the Strategy Flash is accomplished by one of two methods: local or remote.

Strategy Flash uses the serial Port 2 by default to communicate with the Strategy Admin PC. This setting can be changed using the *admin\_port* parameter in the Strategy System Configuration file (see Table 2-2 on page 2-18 for detailed information).

Toshiba strongly recommend that the default option is selected (i.e. COM2) for connection to Strategy Admin.

### Local Connection

- Using a null-modem cable, connect the Strategy Admin PC to the Strategy Flash (see Figure 2-2). A prefabricated cable (SG-ADMIN-CABLE), designed expressly for Strategy Admin communication with the Strategy Flash and Strategy DK, is available from Toshiba.



**Figure 2-2 Strategy Flash/Strategy Admin PC Local Connection**

**Note** If you wish to purchase individual cabling/connectors/adapters in lieu of purchasing the Toshiba Strategy Admin cable, we have provided the wiring diagrams (see Figures 2-3 and 2-4).

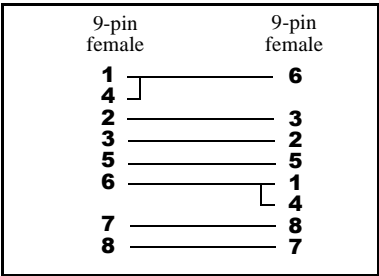


Figure 2-3 RS-232 DB9 to DB9 Cabling

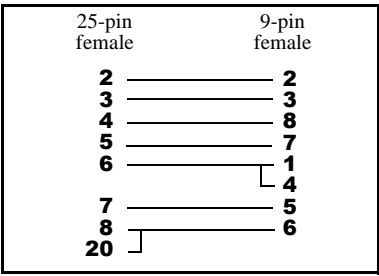


Figure 2-4 RS-232 DB25 to DB9 Cabling

# Remote Connection

## Strategy Admin PC Modem

- Prepare the Strategy Admin PC by installing, connecting and configuring a modem. The modem must be capable of communicating at a minimum of 2400 baud.

## Strategy Modem

The Strategy Flash can communicate through a customer-supplied external modem. An external modem can be installed on the Strategy Flash for a communication speed of 9600 baud.

### ➤ To install an external modem

1. Equip the Strategy Flash with a Hayes-compatible 14.4kb V32.bis modem.
2. Connect a telephone line to the modem.

Toshiba's remote modem (SG-RMOD) has been tested for consistent operation and is recommended. Use of other modem models cannot be guaranteed for trouble-free operation.

**Note** The default setting configured for the Strategy Flash remote access is serial port 2 (see [Figure 2-5](#)). Both local and remote access use the same designated serial port on the Strategy Flash.

Use either a station connected to the telephone system or a dedicated Exchange line.

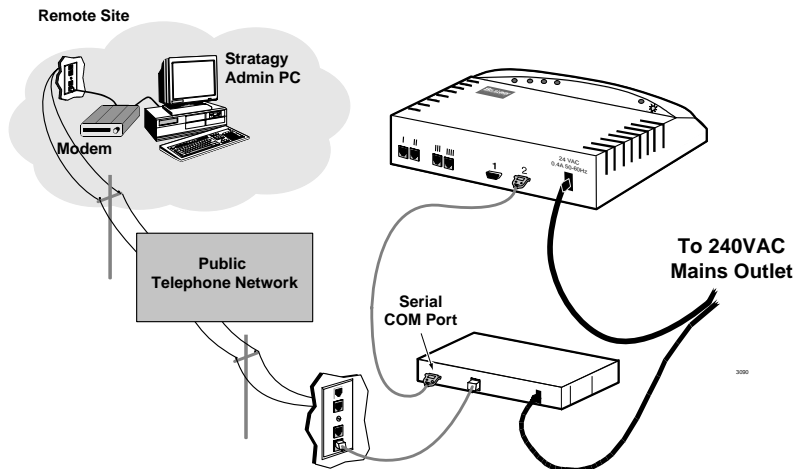


Figure 2-5 Strategy Flash/Strategy Admin PC Remote Connection

## Step 9: Configure Strategy Admin Software

Settings for the communication port in Strategy Admin must match the corresponding parameters set in the Strategy System Configuration file on the Strategy Flash.

For example, the Strategy Admin PC serial port settings made in the *Serial Port* field of this procedure must be identical to the serial port definitions (i.e., *set serial\_port*) set in the Strategy Flash's Strategy System Configuration file (see [“Strategy System Configuration”](#) on [Page 2-17](#)).

**Note** The menu screens detailed in this section are only available with Strategy Admin version VSA.3R. Only VSA.3x can be used with the Strategy Flash.

➤ To configure Strategy Admin software

1. From the **C:\SGAdmin\3x** DOS prompt, type **admin** and press **Enter**.



2. From the Strategy Admin Main screen, press **2** or highlight the Configure Admin option and press **Enter**.



3. From the Admin PC Configuration screen, make any changes needed.
4. To save your changes, you must have the cursor in the last field (i.e., Modem Init String), and press **Enter** or the arrow down (↓) key

...or to exit without saving your changes, press **Esc** at any time.

**Note** Press **F1** for help with any settings in the Admin Configuration screen.

See [Table 2-1](#) for a description of each of the fields.

**Note** Press **F2** in the *Serial Port* and *Baud Rate* fields to display a pop-up box with valid entries.

The program returns to the Strategy Admin Main screen.

The Strategy Admin Main screen displays.

Table 2-1     **Stratagy Admin PC Configuration Fields**

Field	Description/Default
<b>Advertising</b>	Advertising string that displays when the Main Menu screen blanks after a specified number of minutes of inactivity (per <i>tmo_blank</i> parameter in the <i>install.cfg</i> file). Possible values: 60-character string. The single quotes are required. Default: 'Stratagy ADMIN'
<b>Log File</b>	System log file name. This log file contains connection information, any execution error information, and file copy actions.  <b>Note</b> It is a good idea to periodically archive or delete this file once or twice a year, whenever you perform preventive maintenance.  Possible values: 8-character file name, plus 3 character extension. The single quotes are required. Default: 'Remote.LOG'
<b>Serial Port</b>	Port number Possible values: 1~4 Default: 2
<b>Baud Rate</b>	Baud rate of serial port. Possible values: 1200, 2400, 9600 Default: 9600

Table 2-1     **Stratagy Admin PC Configuration Fields** (*Continued*)

Field	Description/Default
<b>Modem Init String</b>	<p>Sets modem initialisation string. The modem initialisation string can be changed to work with specific brand modems. Refer to the user's manual for your individual modem for the initialisation string.</p> <p><b>Note</b>     The protocol used by Stratagy Admin does not support error correction, data compression, or auto baud rate adjustment. If problems are encountered connecting remotely, turn these parameters OFF on the Stratagy Admin PC modem. Refer to your modem user guide for instructions.</p> <p>Default: AT&amp;F&amp;C1&amp;D2L0Q0V0X0E1 where:</p> <p>AT     The command that tells the modem to come to Attention.</p> <p>&amp;F     Return to factory defaults.          Instructs the modem to use the factory set parameters.</p> <p>&amp;C1    Data Carrier Detect (DCD) signal.          Set to ON, it indicates presence of a data carrier.</p> <p>&amp;D2    Data Terminal Ready selected.</p> <p>L0     Speaker volume.          Off or low volume.</p> <p>Q0     Mode responses.          Enables result codes to be issued to the screen.</p> <p>V0     Result code format.          Numeric format.</p> <p>X0     Extended result codes.          Disables monitoring of busy tones unless forced otherwise by country requirements. Sends only OK, connect, ring, no carrier, error and no answer result codes.</p> <p>E0     Command Character Echo.          Disables echoing of the commands to the screen.</p>



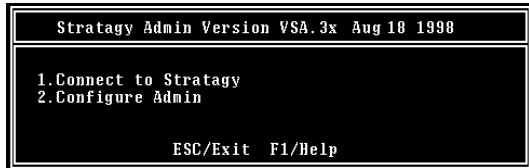
## Step 10: Access Strategy Flash

Prior to accessing Strategy, verify that Strategy is operational by making a test call into the system.

**Note** Menu screens detailed in this section are available only in Strategy Admin version VSA.3R. Only VSA.3x can be used with the Strategy Flash.

### ► To access the Strategy Flash

1. From the **C:\SGAdmin\3x** DOS prompt, type: **admin** and press **Enter**.



2. From the Strategy Admin screen, press **Enter**.
3. Type the password (the default is **Strategy**) and press **Enter**.

**Important!** *The Strategy Admin PC must be configured for the correct serial port in Strategy Admin prior to performing [Substep 2](#).*

The Strategy Admin software prompts for the Strategy Flash's system password.

While the Strategy Admin software checks for the Strategy Admin PC's connection to Strategy, these messages display:

```
Preparing for connection. Please wait.

STRATEGY VFL 3x/4.31 Aug 15 1998 17:46:49
Copyright (c) 1998 Toshiba America Information Systems, Inc.
Portions copyright (c) 1991-1995 The Automatic Answer, Inc.
All Rights Reserved.
```

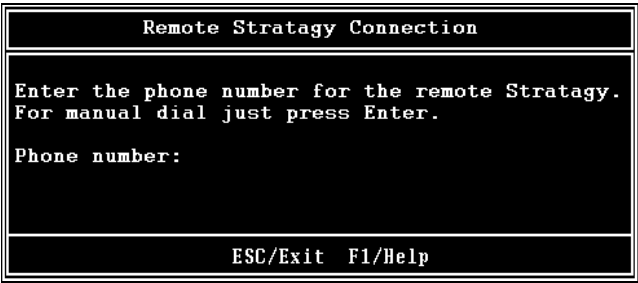
Depending on whether or not the Strategy Admin software finds an internal/external modem connected to the Strategy Admin PC, a local or remote connection is established.

## Local Access

If a modem is not detected in Substep 3 above, Strategy Admin establishes a direct connection and a version of the standard Main Menu displays ([Figure 2-6](#)). Proceed to [Step 11 "Configure Strategy Flash" on page 2-13](#).

# Remote Access

If a modem is detected in [Substep 3](#) on [page 2-11](#), Strategy displays the following screen:



Strategy Admin software version VSA.3x has two modes of accessing the Strategy Flash remotely:

- ◆ Direct Dialling Mode — the Strategy modem has a dedicated telephone line, enabling you to dial into the number directly.
- ◆ Manual Dialling Mode — the Strategy modem does not have a dedicated telephone line and an operator must transfer the call to the modem number.

**Note** Manual dialling requires a standard telephone be connected to the Strategy Admin PC modem.

## Direct Dialling Mode

- Type the telephone number (50 digits maximum). Do not use dashes (e.g., 9,01932123456). Press **Enter**.

Once the connection is made to the Strategy modem, a carrier tone is heard. Strategy Admin synchs up to the modem.

A message reading **Connection established** appears briefly on the screen and the Main Menu displays (see [Figure 2-6](#)). Proceed to [Step 11 “Configure Strategy Flash”](#) on [page 2-13](#).

## Manual Dialling Mode

1. Press **Enter** to go to the Manual Dialling Mode screen.
2. Go off-hook on the standard telephone and dial the telephone number.
3. Press **Enter**. Strategy Admin synchs up to the modem.

Dial from analog phone attached to the modem.  
To connect press ENTER once you hear carrier. To Quit press ESC at any time.

Once connection is made to the Strategy Flash external modem, a carrier tone is heard.

A message reading **Connection established** appears briefly on the screen and the Main Menu displays (see [Figure 2-6](#)).

## Step 11: Configure Strategy Flash

To configure the Strategy Flash, you may need to use the following menu selections available from the Tools option on the Main Menu (see Figure 2-6):

- ◆ Toshiba Plug and Play
- ◆ Telephone System Configuration
- ◆ Strategy System Configuration

For a complete description of the standard menu selections and field descriptions, see the *Strategy I&M Manual*.



Figure 2-6 Main Menu with Sample Data

**Note** Only VSA.3x can be used with the Strategy Flash.

### ➤ To access the Tools option

1. Press **Alt+t**.
2. Type the password (the default password is **Strategy**) and press **Enter**.



# Toshiba Plug and Play

The Strategy Flash is pre-installed for the Strata DK40 system. If you need to change this selection to a different Strata DK telephone system, change it now using this selection. Otherwise, go to [“Telephone System Configuration” on Page 2-15](#).

**Note** If you only want to change the PBX type, do not use this function. Instead, set the *pbx\_type* parameter in the Strategy System Configuration screen (see [“pbx\\_type” on Page 2-19](#) for details).

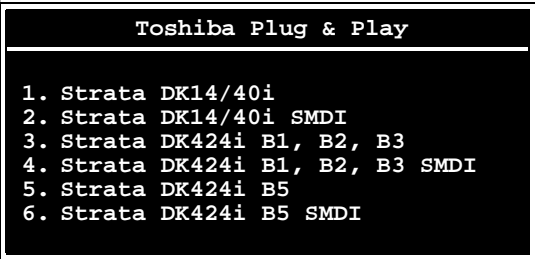
Selecting this function:

- ◆ Changes all the settings to the new Toshiba telephone system default values.
- ◆ Deletes any User ID mailbox customisations.
- ◆ Installs the Strategy Flash default mailboxes.

**Note** Existing messages and mailbox greetings are not deleted when Toshiba Plug and Play is selected. For example, if mailbox 200 has messages and greetings and Toshiba Plug and Play for Strata CT is run, then mailbox 200 retains the messages and greetings from the previous database.

➤ **To change the Toshiba Plug and Play option**

1. From the Tools menu, press 5.



2. From the Toshiba Plug and Play screen, enter the number of the selection.
3. When the process is complete, press any key to reboot.
4. To continue, re-enter Strategy Admin.
5. Press **Alt+t** to access the Tools submenu.

The Strategy utility automatically defines the telephone system dial codes and tone patterns, system integration patterns and default mailboxes for the specific telephone system.

The DOS prompt displays.

The Main Menu displays with the new telephone system designation.

Using the up/down arrows, choose the required Toshiba Telephone System from the list of options. To help choose the correct type of Telephone system, use the table below:-

Toshiba Strata Telephone Systems/Integration Type	Strategy Plug & Play Option
Strata DK16/40 - (DTMF)	Strata DK14/40
Strata DK40 - (SMDI) <sup>1</sup>	Strata DK14/40 SMDI <sup>1</sup>
Strata DK280/CT B1, B2 & B3 - (DTMF)	Strata DK424i B1, B2 & B3
Strata DK280/CT B1, B2 & B3 - (SMDI)	Strata DK424i B1, B2 & B3 SMDI
Strata CT B5 - (DTMF)	Strata DK424i B5
Strata CT B5 - (SMDI)	Strata DK424i B5 SMDI

<sup>1</sup> The Strata DK40 does not currently support SMDI in the UK.

## Telephone System Configuration

This function modifies the following codes/integration patterns:

- ◆ Telephone system dial codes – Strategy performs certain actions on your telephone system by using defined telephone system dial codes. To define the dial codes, you must modify the telephone system dial code parameters.
- ◆ System integration patterns – Enables modification to the telephone system integration patterns.

**Note** The telephone system configuration is set using the *pbx\_type* parameter (see “[pbx\\_type](#)” on Page 2-19 for details).

If your system is to be configured for system dial codes or system integration patterns, you should edit them now. As an example:

If your Toshiba telephone system is configured for voice first, you would:	
1.	Press <b>1</b> to Edit System Dial Codes.
2.	From the Telephone System Dial Codes screen, add the suffix <b>1-</b> to the line <b>What to dial AFTER dialling the User ID extension.</b>
3.	Press <b>Esc</b> .
4.	Press <b>2</b> to save your changes without restarting Strategy.

Otherwise, go to “[Strategy System Configuration](#)” on Page 2-17.

➤ **To modify codes and integration patterns**

1. From the Tools menu, press **4**.

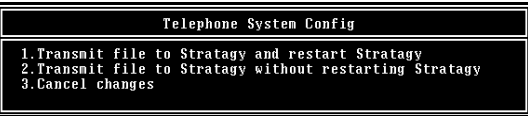


2. From the Telephone System Configuration screen, press **1**  
...or **2**.

The Telephone System Dial Codes screen displays (see Figure 4-5 in the *Strategy I&M Manual*).

The System Integration Patterns screen displays (see Figure 4-6 in the *Strategy I&M Manual*).

3. After making the change(s), press **ESC**.



4. From the Telephone System Config screen, press **1**  
...or **2**

The changes are transmitted to Strategy and Strategy is shut down and restarted. By shutting down and restarting Strategy, the changes take effect.

The changes are transmitted to Strategy but Strategy is not shut down or restarted. Until you restart Strategy, the changes do not take effect.

- ...or **3**.  
5. If you pressed **1** to save the changes, press any key to reboot.

The changes you have made are cancelled and not saved.

The DOS prompt displays. To continue, you must re-enter Strategy Admin.

**CAUTION!** Care should be taken when making changes and then restarting Strategy. In some cases, if invalid information has been entered, Strategy may not reboot correctly. (See “Automatic System Recovery” on Page 4-16 for information on files created during an unsuccessful restart.)

## Strategy System Configuration

Use this function to change Strategy's system options and parameters, and define time-out values. Most Strategy System Configuration options *do not* require modification.

We recommend that you modify the system password immediately. All other options have default values, but can be modified as required.

### ► To configure the Strategy software

1. From the Tools menu, press **6**.

The system configuration file displays. The parameters are listed in alphabetical order.

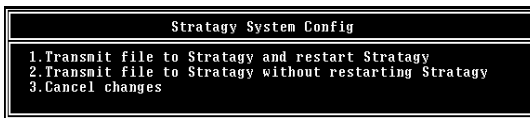
**Note** AMIS, fax, future delivery, and guest settings are not available to the Strategy Flash.

2. Make changes to the parameters.

See [Chapter 3 – Configuring Strategy](#) for instructions on changing the parameters.

**Important!** *Take time to review the revised parameters in [Table 2-2 on page 2-18](#) and the new Release 3 parameters in [Table 2-3 on page 2-20](#). They are important to the proper functioning of the Strategy Flash and its features.*

3. Press **ESC**.



4. From the Strategy System Config screen, press **1**

The changes are transmitted to Strategy and Strategy is shut down and restarted. By shutting down and restarting Strategy, the changes take effect.

...or **2**

The changes are transmitted to Strategy but Strategy is not shut down or restarted. Until you restart Strategy, the changes do not take effect.

...or **3**.

The changes you have made are cancelled and not saved.

5. If you pressed **1** to save the changes, press any key to reboot.

The DOS prompt displays. To continue, you must re-enter Strategy Admin.

**Table 2-2 Revised Strategy System Configuration Parameters – Definitions and Settings**

Parameter	Description
<b>admin_port</b>	<p>Defines the logical port that Strategy software uses. In order for Strategy to communicate with the Strategy Admin PC connected to one of its serial ports, Strategy needs to know which port will be used.</p> <p>Example: Set this parameter to 1 for logical serial port 1.</p> <p><b>CAUTION!</b> <i>The connection may fail if the baud parameter for this port is set higher than 9600 or the serial port definitions for this port do not correspond to the definitions for the COM port being used on the Strategy Admin PC.</i></p> <p><b>Important!</b> <i>Toshiba strongly recommend that the default value is used.</i></p> <p>Possible values: 1 (COM1), 2 (COM2) Default: 2</p>
<b>adpcm_hq</b>	<p>Sets the sampling rate for outgoing greetings. The higher the sampling rate, the better the sound quality; however, the amount of disk space used is also higher. The recommended value for the Strategy Flash is 24; for all other Strategy systems, the recommended value is 64.</p> <p><b>CAUTION!</b> <i>If you change this parameter on an active system, all previously recorded greetings are lost.</i></p> <p>Possible values: 24, 32, 64 Default: 24</p>
<b>adpcm_nq</b>	<p>Sets the sampling rate for incoming messages. The higher the sampling rate, the better the sound quality; however, the amount of disk space used is also higher. The recommended value for the Strategy Flash is 8; for all other Strategy systems, the recommended value is 32.</p> <p><b>CAUTION!</b> <i>If you change this parameter on an active system, all previously recorded messages are lost.</i></p> <p>Possible values: 8, 32, 64 Default: 8</p>



**Table 2-2 Revised Strategy System Configuration Parameters – Definitions and Settings**  
(Continued)

Parameter	Description
<b>adpcm_pq</b>	<p>Sets the sampling rate for the system prompt file. This is predetermined by the sampling rate at which the system prompt file was recorded.</p> <p><b>CAUTION!</b> <i>Do not change this value unless you have installed the appropriate system prompt file.</i></p> <p>Possible values: 8, 24, 32, 64 Default: 24</p>
<b>pbx_type</b>	<p>Defines the Strata DK model that is used as the host system.</p> <p>Possible values: DK8, DK16, DK16E, DK24, DK56, DK96, DK14/40, DK14/40S (DK24/40 with SMDI), DK280, DK280S (DK280 with SMDI), DK424, DK424S (DK424 with SMDI), P4000, 1440i, 1440iS (DK40 with SMDI)*, 424i, 424iS (Strata CT B1, B2, B3 with SMDI), 424iB5, 424iB5S (Strata CT B5 with SMDI).</p> <p>* This feature is not currently supported in the UK.</p> <p>Default: DK14/40</p>
<b>trace_cap</b>	<p>Defines the size of the TRACE.OUT file in kilobytes. When the size of the file reaches its defined maximum, new data begins to overwrite the oldest data in the file, generating a continuous loop of information.</p> <p>Possible values: Values vary depending on the amount of Trace information required and the space available in Strategy's flash memory. If this value is set high, it affects the amount of memory available for message storage and can take an excessive amount of time to copy the file to the Strategy Admin PC. A standard setting of 1440 enables you to copy the file to the Strategy Admin PC's floppy disk drive.</p> <p>Default: 1024 (kilobytes = 1 megabyte)</p>

Table 2-3 New Strategy System Configuration Parameters – Definitions and Settings

Parameter	Description
<b>area_office</b>	<p>When SMDI is being used on a Centrex switch, the value set in this parameter identifies which calls are from voice mail subscribers by specifying the first few digits (e.g., area and office codes) that are shared by all subscribers.</p> <p>Example: In this example, the <i>area_office</i> parameter is set to '714583'.</p> <p>When a call arrives from any telephone number with the first digits of "714583," the SMDI subsystem processes it as a subscriber call. If a call arrives and the switch tells Strategy that the first six digits are not "714583," the SMDI subsystem treats the caller as external. Note that the value of <i>area_office</i> does not need to be only six digits long. If subscribers share the first five digits of their telephone numbers, then just those five digits should be stored in this field.</p> <p>Possible values: up to ten numeric digits, any combination Default: (no default)</p> <p><b>Important!</b> <i>This feature is not supported in the UK.</i></p>
<b>error_box</b>	<p>Box that receives a notification if the system encounters a panic error on startup. The notification runs when the system successfully recovers.</p> <p>Possible values: valid User ID Default: 999</p>
<b>msg_pending_threshold</b>	<p>Number of seconds that a message must play before it is considered "pending."</p> <p>Possible values: 3~10 seconds Default: 5</p>
<b>play_caller_id</b>	<p>Determines whether outside Caller ID is announced when the Caller ID is available.</p> <p>TRUE: When a message plays from an outside caller and a caller ID is available, the ID is announced in the place of the from field during the message header playback.</p> <p>FALSE: Caller ID never plays.</p> <p>Possible values: true, false Default: true</p> <p><b>Important!</b> <i>This feature is not currently supported in the UK.</i></p>

Table 2-3 New Strategy System Configuration Parameters – Definitions and Settings

Parameter	Description
<b>restore_config</b>	<p>If the Strategy system encounters a panic error on startup, this parameter determines whether Strategy restores the last known good configuration during the Automatic System Recovery process.</p> <p><b>Note</b> If you set this parameter to TRUE, you must shut down and restart on the current software version (see <a href="#">“Step 14: Shut Down the Strategy Flash System”</a> on page 2-24). This ensures that if an error is encountered during boot up the Strategy Flash reboots using the most current database.</p> <p>TRUE: System restores the last known good configuration if it panics on startup.</p> <p>FALSE: System does not restore the last known good configuration if it panics on startup.</p> <p>Possible values: true, false</p> <p>Default: true</p>
<b>restore_original</b>	<p>If the Strategy system encounters a panic error on startup, this parameter determines whether Strategy restores the original configuration during the Automatic System Recovery process.</p> <p>TRUE: System restores the original configuration if it panics on startup.</p> <p>FALSE: System does not restore the original configuration if it panics on startup.</p> <p>Possible values: true, false</p> <p>Default: false</p>

## Step 12: Program the Mailboxes

- Program the User mailboxes for the customer’s application.

You’ll notice some changes in the User Menu – Options screen (see [Figure 2-7](#) on [page 2-22](#)):

- ◆ A new field called *Message Pending* has been added.
- ◆ The Gateway Box, AmisSysNumber (AMIS Options) and Guests fields, although displayed on the screen, are not supported by the Strategy Flash.

See Chapters 6 - Users Menu, Chapter 7 - Auto (Scheduling) Menu and Chapter 8 - Notify Menu in the *Strategy I&M Manual* for complete details on using the screens.

# User Menu – Options Screen

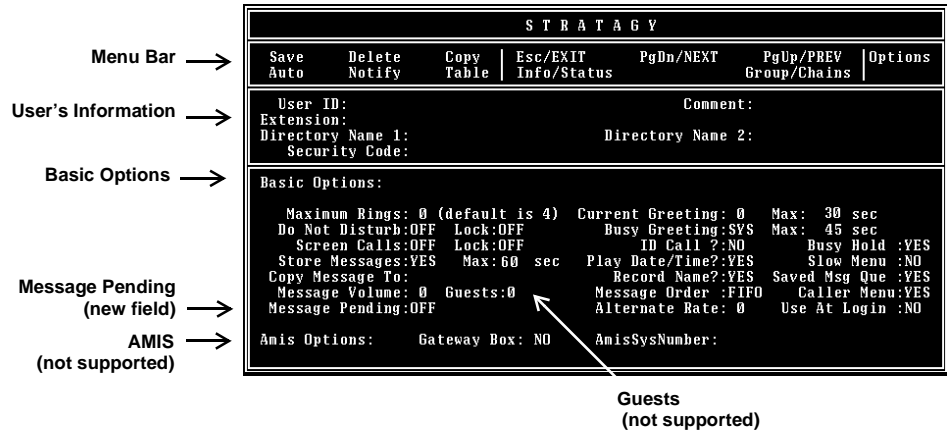


Figure 2-7 Options Screen

Notes

- When the System Administrator enters a user's name into the directory using the telephone dial pad, the name is stored in the Options screen Directory Name 1 and Name 2 fields as numeric digits. For administration clarity, it is advisable to change the digits to their alpha equivalents.
- To display the detailed help for a field, highlight the field and press **F1**. Use the arrow keys (↑↓) to scroll through the information. To exit detailed help, press **Esc**.

## Message Pending Field

If this field is set to ON, a message played for longer than the time set in the *msg\_pending\_threshold* parameter remains in the New Message Queue marked as Pending. The Message Waiting Light is turned OFF, and a Return Receipt is sent, if applicable.

If set to OFF, all messages that are partially heard, remain with the unheard messages in the New Message Queue marked as New. The Message Waiting Light remains ON and a Return Receipt is not sent, if applicable.

Possible Values: ON, OFF  
Default: OFF

## Step 13: Program Applications

**Note** See Chapter 10 - Token Programming in the *Strategy I&M Manual* for complete details on all the Strategy tokens.

## New User Tutorial Introductory Recording

The New User Tutorial feature plays an introduction prompt prior to beginning the tutorial. strategy comes with a default recording that is saved in the system as a voice file called 'TUTORIAL.VOX'. This file can be found in the STRATAGY directory on the hard drive.

This prompt can be rerecorded to personalise the introductory recording. For example the recording could say,

"The following is a new user tutorial that will walk you through the set up of your mailbox... Please see Jane Doe your Installation Coordinator for XYZ Telecom if you have any questions."

The default recording can be rerecorded by the use of Token Programming.

## Rerecord Tutorial

1. Create a new User ID in the system.
2. In the Extension field enter:  
`@KR(C:\\STRATAGY\\TUTORIAL.VOX)G(991)`  

@	Stop normal processing
KR	Record a voice file
( )	file name and location within parentheses
G(991)	Go to User ID 991
3. Call into the Strategy system and dial the newly created mailbox. A beep will be heard to indicate the start of recording.
4. Record the new TUTORIAL.VOX., finish recording by pressing #.
5. To rerecord, redial the mailbox number.
6. To playback the new recording, create an additional User ID with following Token string in its Extension field:  
`@P(X,C:\\STRATAGY\\TUTORIAL.VOX)G(991)`  

@	Stop normal processing
X	Valid DOS file name
( )	file name and location within parentheses
G(991)	Go to User ID 991
7. As with all Token Programming, make sure that the Do Not Disturb feature is Off or the token program will not run.

# Unsupported Tokens

The following tokens are *not* supported on the Strategy Flash:

Table 2-4     **Unsupported Tokens**

J(file,string)	Receive fax
KM	Channel call to Stratagy DK internal modem.
KT(XXX)G(YYY)	Direct calls to a designated User ID.
T(file,string)	Transmit fax
V(file,field,item,field,%Sn[,field,%Sn...])	Search for value
<(string)	Start incremental fax
>(file)	Add incremental fax
(file)	Append variables to file
[(file)	Read %S variables state
](file)	Write %S variables state
{file}	Input file
KS(5)	Shutdown and restart

## Step 14: Shut Down the Strategy Flash System

You must shut down the Strategy Flash and restart on the current software version (see “[Shut Down the Strategy Flash](#)” on Page 4-13), if you:

- ◆ Set the `restore_config` parameter to TRUE in the Strategy System Configuration file (see “[Strategy System Configuration](#)” on Page 2-17).
- ◆ Made any changes to the Strategy Flash programming.

This ensures that if an error is encountered during boot up the Strategy Flash will reboot using the most current database.

## Step 15: Setting Up the Serial Mailbox

Ensure that a mailbox has been set up for the serial number to be read remotely. This will facilitate upgrades. The Serial number can be found on a label underneath the Strategy Flash unit.

Probably the easiest way is to record the serial number in the System Administration Mailbox, User ID999, when the system is first installed. It would be a good idea to use a greeting that a caller would not hear if they accidentally dialled a wrong extension or digit, such as greeting 7. To hear the serial number of the Strategy Flash, simply log onto the mailbox and listen to greeting 7.

**Note** Once the greeting has been listened to, ensure that the correct greeting is reselected so that the greeting that contains the serial number is not played to future callers.

Another way would be to program it in the extension field of a User ID, using the P token. For example, the installer would program the extension field to read: @P(A,B14471)G(999), where B14471 is the Strategy DK serial number. To hear the serial number, simply call into Strategy DK and dial the user ID that has the token string in the extension field. Strategy DK reads the alphanumeric-string in the extension field to the caller, then routes the caller to User ID 999. This method would also allow technicians access to the system serial number from the local or remote Admin terminal simply by calling up the extension field in the appropriate User ID.

## Step 16: (Optional) Back Up Database, Mailbox Names and Greetings

When you finish the installation process, we recommend that you back up your new database, mailbox names and greetings. See [“Backup Utility” on Page 4-3](#) for instructions.





# Configuring Strategy

# 3

## System Parameters

Table 3-1 Strategy Flash System Configuration Parameters - Definitions & Settings

Parameter	Description
<b>active_hold</b>	<p>Controls how a caller must select to hold for a busy extension.</p> <p><b>TRUE:</b> Caller must continue pressing * to hold for a busy extension, enter another extension, or leave a message at the tone.</p> <p><b>FALSE:</b> Caller selects * once to hold for a busy extension and the system allows the caller to hold until the is either transferred, selects another extension, or presses * again to leave a message.</p> <p>Possible values: true, false Default: false</p>
<b>admin_port</b>	<p>In order for Strategy to communicate with the portable/desktop computer connected to one of its serial ports, Strategy needs to know which port is to be used. This parameter defines the logical port that Strategy software uses. Assignment of the logical port to the physical port of the computer is made using the set <i>serial_port</i> parameter.</p> <p>Example: Set this parameter to 1 for logical serial port 1.</p> <p><b>CAUTION!</b> <i>The connection may fail if the baud parameter for this port is set higher than 9600 or the serial port definitions for this port do not correspond to the definitions for the COM port being used on the portable/desktop computer.</i></p> <p>Possible values: 1 (COM1), 2 (COM2), 3(COM3), 4(COM4) Default: 2</p> <p><b>Important!</b> <i>Only COM1 or COM2 is supported</i></p>
<b>adpcm_hq</b>	<p>Sampling rate for outgoing greetings. The higher the sampling rate (kilobits per second), the better the sound quality. However, the amount of hard drive space used is also higher.</p> <p><b>CAUTION!</b> <i>If you change this on an active system, all previously recorded greetings will be lost.</i></p> <p>Possible values: 8, 24, 32, 64 Recommended value: 24 Default: 24</p>

Table 3-1 Strategy Flash System Configuration Parameters - Definitions &amp; Settings(Cont.)

Parameter	Description
<b>adpcm_nq</b>	<p>Sampling rate for incoming messages. The higher the sampling rate (kilobits per second), the better the sound quality. However, the amount of hard drive space used is also higher.</p> <p><b>CAUTION!</b> <i>If you change this on an active system, all previously recorded messages will be lost.</i></p> <p>Possible values: 8, 24, 32, 64  Recommended value: 24  Default: 24</p>
<b>adpcm_pq</b>	<p>Sampling rate for the system prompt file. This is predetermined by the sampling rate (kilobits per second), at which the system prompt file was recorded.</p> <p><b>CAUTION!</b> <i>Do not change this parameter. All Strategy system prompt files are recorded at 32 bits per second sampling rate.</i></p> <p>Default: 24</p>
<b>area_office</b>	<p>This parameter allows Strategy, when using SMDI to identify which calls are from external parties and not Strategy subscribers.</p> <p><b>Note</b> <i>This feature is not supported in the UK.</i></p>
<b>auto_report</b>	<p>Report definition file (created using Strategy's Main Menu's Reports parameter—See Chapter 17 - System Tracking in the <i>Strategy I&amp;M Manual</i>.) to be used to generate automatically a report at the time specified by <i>auto_report_time</i>.</p> <p>Example: 'daily.rpt'</p> <p>Possible values: valid DOS file name. The single quotes are required.  Default: (no report name)</p>
<b>auto_report_time</b>	<p>When to generate the automatic report using the file specified in <i>auto_report</i>. The value is in 24-hour format with the colon (:) omitted.</p> <p>Example: 1:30 a.m. is 0130  2:15 p.m. is 1415</p> <p>Possible values: 0 (do not generate the <i>auto_report</i>), 0001 ~ 2400  Default: 0</p>
<b>begin_rec_prompt</b>	<p>Whether the system says "Begin recording at the tone, ... or hang up" before taking a message. This also affects the "to re-record press 2" and "to append press 3" menu selections during the record menu that is given after a recording.</p> <p><b>TRUE:</b> The system plays the above prompt.  <b>FALSE:</b> The system does not play the above prompt. The caller only hears a tone.</p> <p>Possible values: true, false  Default: true</p>

Table 3-1 Strategy Flash System Configuration Parameters - Definitions &amp; Settings(Cont.)

Parameter	Description
<b>box_idx</b>	<p>Sets the User ID as the Directory User ID for all ports or the specified ports. The Directory is a special mode which allows Strategy to search its User IDs for a match on the <i>Directory Name</i> fields. For more information about the Directory, See Chapter 9 - Special Greeting User ID Mailboxes in the <i>Strategy I&amp;M Manual</i>.</p> <p>Example: Define this parameter as <i>box_idx 411 1</i> to set User ID 411 as the directory search ID for port 1. If no port is defined, then 411 is enabled for all ports.</p> <p><b>Note</b> <i>Strategy builds an index file based on information given in the Directory Name fields. It allows you to use one or more letters to perform the search, matching all entries possible. For every User ID that matches, Strategy plays the name recording—which really may play any recording you want, if available.</i></p> <p>Possible values: valid User ID and valid port Default: 411 – enabled for all ports.</p>
<b>box_snd</b>	<p>Sets the User ID as the Direct Message User ID for all ports or the specified ports. The Direct Message ID allows Strategy to record a message for a User ID without having to execute the <i>Extension</i> field and/or hear the User ID's greeting. This is particularly useful for an Operator transferring directly to voice mail.</p> <p>Examples: Define this parameter as <i>box_snd 998 1</i> to set User ID 998 as the Direct Message User ID for port 1. If no port is defined, then 998 is enabled for all ports.</p> <p>Possible values: valid User ID and valid port Default: 998 – enabled for all ports.</p>
<b>cancel_busy_hold</b>	<p>Whether the system allows callers to hold for busy extensions.</p> <p><b>TRUE:</b> Callers cannot hold for busy extensions. Calls proceed as if a Ring No Answer.</p> <p><b>FALSE:</b> Callers can hold for busy extensions.</p> <p>Possible values: true, false Default: true</p>
<b>clock_sync</b>	<p>Whether the system tries to re-synchronise the DOS software clock with the PC hardware clock. It may be useful to turn this off (by setting it to FALSE) if you have another utility controlling the PC clock.</p> <p><b>TRUE:</b> Strategy re-synchronises the DOS software clock with the PC hardware clock.</p> <p><b>FALSE:</b> Strategy does not re-synchronise the clocks.</p> <p>Possible values: true, false Default: true</p>

Table 3-1 Strategy Flash System Configuration Parameters - Definitions &amp; Settings(Cont.)

Parameter	Description
<b>cmt_maxlen</b>	Number of seconds allowed for recording a list comment for the User parameter of Manage Your Lists. Possible values: 1 ~ 99 (seconds) Default: 10
<b>connect_tone</b>	Whether Strategy plays a beep when completing a transfer. <i>TRUE:</i> Strategy plays a beep when completing a transfer. <i>FALSE:</i> Strategy does not play a beep when completing a transfer. Possible values: true, false Default: true
<b>daylight_saving_time</b>	Resets Strategy's system time to daylight savings time. <i>TRUE:</i> Strategy sets the system automatically to daylight savings time at 2:00 a.m. the last Sunday in March and the last Sunday in October. <i>FALSE:</i> Strategy does not reset system time and continues with standard time (Strategy clock).  <b>Important!</b> <i>Setting the ksu_time parameter to true, disables this setting.</i>  <b>Note</b> <i>The current setting is displayed at the top right corner of the Main Menu, i.e. Daylight Savings or Standard Time (For details see "Daylight Time on page 1-25 of the Strategy I&amp;P Manual)</i>  Possible values: true, false Default: true
<b>db_locking</b>	Whether Strategy tries to lock a database's records before reading them. <i>TRUE:</i> Strategy tries to lock a database's records before reading them (read only). <i>FALSE:</i> Strategy does not lock the database's records. Possible values: true, false Default: false

Table 3-1 Strategy Flash System Configuration Parameters - Definitions &amp; Settings(Cont.)

Parameter	Description
<b>defaults_box</b>	<p>User ID Defaults Box Strategy uses for the default values when creating a new User ID. The field values in the Defaults Box User ID are copied into a new User ID upon initialisation.</p> <ul style="list-style-type: none"> <li>◆ The default Defaults Box User ID is 997.</li> <li>◆ User's Information fields are not copied. The User ID field contains the new User ID you specified. <i>Comment</i>, <i>Extension</i>, and <i>Directory Name</i> fields are not defined. If a <i>Security Code</i> is defined, Strategy uses it instead of the User ID as the default.</li> <li>◆ Since guests can only access the User ID that created it and other guests of that User ID, Strategy defines <i>Group 1</i> as the User ID of the mailbox that created it. For example, if the Guest User ID was created by User ID 76, then <i>Group 1</i>'s value is 76.</li> <li>◆ All other Users Menu Options and Group/Chains fields are copied. All Notify and Auto records are copied.</li> <li>◆ Define the Defaults Box settings before creating User IDs. This initialises all new User IDs with a minimum number of settings. This is useful for setting default settings such as message light ON/OFF.</li> </ul> <p>Except for Group field values, operates in the same manner as the <i>guest_defaults</i> parameter.</p> <p><b>Note</b>      <i>Guest User ID's are not supported on Flash.</i></p> <p>Possible values:    valid User ID Default:    997</p>
<b>dir_play_uid</b>	<p>Whether the directory search feature plays the User ID of the boxes that it finds.</p> <p><b>TRUE:</b>      If a name recording is available, the caller will hear both the name recording and the digits for that person's User ID. If a name recording is not available, just the digits will play.</p> <p><b>FALSE:</b>      If a name recording is available, that is all that the caller will hear. If there is no name recording, Strategy will not present the entry.</p> <p>Possible values:    true, false Default:    true</p>
<b>diskwarn</b>	<p>Percentage threshold Strategy uses for causing a Disk Notify to execute. This is a remaining percentage threshold.</p> <p>Example:      To have Strategy notify you when the remaining hard drive space falls below 20%, use a value of 20.</p> <p>For Strategy to notify a user (usually the System Administrator) when hard drive space is low, create a Notify record with the <i>Type</i> field set to DISK (See Chapter 8 - Notify Menu of Strategy I&amp;M Manual).</p> <p>Possible values:    1 ~ 99 Default:    20 (Toshiba strongly recommend that this is set to as a minimum 20)</p>

Table 3-1 Strategy Flash System Configuration Parameters - Definitions &amp; Settings(Cont.)

Parameter	Description
<b>dtmf_dly</b>	Time between DTMF tones when Strategy is dialling. 0: The time is country-dependent (50 ms in the US, 80 ms in the UK). This is appropriate for almost all cases. Possible values: 0, 3 ~ 19 (units of 10 ms) Default: 0
<b>dtmf_gate</b>	Before dialling any User ID <i>Extension</i> field, Strategy first verifies that DTMF was entered since the call last accessed the User ID (usually Caller Instructions User ID 991) specified in the <i>Done</i> chain of the initial User ID (usually Company Greeting User ID 990). This “gate” prevents the transfer of a dead/phantom call to the Operator on those switches that do not have disconnect supervision. Strategy does not perform the “gate” action when the <i>Extension</i> field begins with @.  <i>TRUE</i> : Activate the Strategy “gate” by requesting the caller to “Say yes at the tone” to complete the chain and transfer. <i>FALSE</i> : Do not have Strategy complete the chain and transfer by requesting the caller to “Say yes at the tone.” Possible values: true, false Default: true (Toshiba recommend that this is set to false)
<b>dtmf_on</b>	Length the system plays the DTMF tones. Examples: 20 is .2 sec (200 ms). Possible values: 10, 20, ..., 90 (units of 10 ms) Default: 20 (.2 sec)
<b>error_box</b>	The value of this option is the box that should receive a notification whenever the system panics. The notification will run when the system successfully recovers. Possible values: valid user ID Default: 999
<b>gain_norm</b>	Starting volume of the ports. 1. The <b>^( )</b> token enables you to change the volume of the current port to the specified level (See Chapter 10 - Token Programming of <i>the Strategy I&amp;M Manual</i> ). 2. For the user, the current port volume can be set through the Users Menu's Message Volume field and by the user with the Play Message Controls (See Chapter 6 - Users Menu of the <i>Strategy I&amp;M Manual</i> ). Possible values: -10, -9, ..., 0, ..., 4, 5 Default: 0

Table 3-1 Strategy Flash System Configuration Parameters - Definitions &amp; Settings(Cont.)

Parameter	Description
<b>hangup_supervision</b>	<p>Whether the switch supports Loop Current Off/Drop for hang up supervision.</p> <p><b>TRUE:</b> If your switch supports Loop Current Off/Drop for hang up supervision, this parameter should be true. Even if your switch does not support this capability, it usually has NO NEGATIVE EFFECT when set to true.</p> <p><b>FALSE:</b> If you notice call transfer problems such as disconnects or three-way conferencing, try setting this to false. If the problems are not solved by setting this to false, set it back to true.</p> <p>Possible values: true, false Default: true</p>
<b>hot_box</b>	<p>Fax Tone Detect User ID Strategy "jumps" to when Strategy detects a CNG tone, used to handle incoming faxes. Strategy will direct calls that emit an industry standard Fax CNG tone of a specific frequency (factory defined in the tone table) to the defined User ID.</p> <p>Syntax: set hot_box XXX</p> <p>Where: XXX = User ID</p> <p>set hot_box 994 sets all 4 ports to User ID 994</p> <p>Possible values: valid User ID Default: 994</p>
<b>lcoff</b>	<p>The minimum necessary duration of loop current off before the system driver posts event 20 to the System Event Queue.</p> <p>Possible values are 10ms units</p> <p>Default: -1 (disable)</p>
<b>login_pound</b>	<p>Whether Strategy says "Finish by pressing the # sign" when requesting the User ID or the security code during log ins.</p> <p>If the system is configured with fixed-length User IDs (by changing the values of a <i>fixed_lenX</i> parameter), users may be confused if they hear this prompt and attempt to enter a hash sign (#).</p> <p><b>TRUE:</b> Strategy says the prompt.</p> <p><b>FALSE:</b> Strategy does not say the prompt.</p> <p>Possible values: true, false Default: true</p>
<b>lognam</b>	<p>System log file name. This log file contains start-up information, any execution error information, system actions, and shutdown information.</p> <p><b>Note</b> <i>It is a good idea to periodically archive or delete this file once or twice a year, whenever you perform preventive maintenance.</i></p> <p>Possible values: valid DOS file name. The single quotes are required. Default: 'Strategy.LOG'</p>

Table 3-1 Strategy Flash System Configuration Parameters - Definitions &amp; Settings(Cont.)

Parameter	Description
<b>max_dl_inits</b>	Number of simultaneous ports that may go off-hook and dial the telephone system initialisation code. This is necessary because some switches are blocking. Possible values: 1, 2, ..., number of ports Default: 2
<b>max_prompt</b>	Number of times a prompt should repeat until deciding to hang up. Possible values: 1 ~ 9 Default: 2
<b>msg_pending_threshold</b>	This is the number of seconds that a message must be played before it is considered "pending". Possible values: 3 - 10 seconds Default: 5 seconds
<b>min_msg</b>	Minimum amount of time a message recording must be before it is considered valid. Shorter recordings are discarded. In 100 ms units.  Default: 10 (1 second)
<b>msg_log</b>	Whether Strategy logs every received message and every User ID that checks for messages along with the DTMF entered.  <b>Note</b> <i>When active, grows quickly. Archive or delete frequently.</i> Possible values: valid DOS file name. The single quotes are required. Default: comment line (#set msg_log 'MSG.LOG') To enable, remove the starting # and set the value.
<b>n_ochan</b>	Number of dedicated ports (starting at port 1) to reserve for outbound notify ports. This number must not exceed the total number of available ports. When set, the defined port will not accept incoming calls.  <b>Important!</b> <i>If the value is set to 0, Strategy will attempt to use the highest numbered IDLE port. The danger of this is that Strategy may inadvertently begin a notification on a port with an incoming call.</i>  Possible values: 0 ~ 24 (number of ports) Default: 0
<b>n_msg_scan 0</b>	Strategy scans the message database and refreshes the message counts on the mailbox login if the current count is less than this parameter value.  Possible values: 0 - 99 Default: 0 (No scan)



Table 3-1 Strategy Flash System Configuration Parameters - Definitions &amp; Settings(Cont.)

Parameter	Description
<b>nam_maxlen</b>	Maximum number of seconds to allow for recording a User ID's name. The name recording is used for directory access and whenever Strategy tries to identify the User ID.  Possible values: 1 ~ 99 (seconds) Default: 5
<b>notify_restriction</b>	Whether Strategy restricts Notify to use only the defined port. The port still takes incoming calls. This is particularly useful for those switches that require message lights to be turned off by the same port that turned them on.  Possible values: 1, 2, ..., highest port number Default: comment line (#set notify_restriction 1) To enable, remove the starting # and set the value.
<b>partial_q_ok</b>	This option set to true enables the <b>Q( )</b> token to save the message even though not all prompts are completed.  Possible values: true, false Default: comment line (#set partial_q_ok false) To enable, remove the starting # and set the value.
<b>password</b>	Sets the system password. The password is case sensitive; i.e., uppercase letters are different from lowercase letters.  Possible values: up to eight alphabetical characters. The single quotes are required. Default: 'Strategy'
<b>pbx_type</b>	Defines the model of Strata DK that is used as the host system.  Possible values: DK1440, DK1440S, DKABCD, DKABCDS, DKEF, DKEFS, 1440i, 1440iS, 424i, 424iS, 424ib5, 424ib5S. Default: DK1440  <b>Important!</b> For more details see <a href="#">"Toshiba Plug and Play" on Page 2-14</a>
<b>play_caller_id</b>	If this option is true, and a message is being played that was received from an outside caller, and the caller ID is available, then it is announced in the place of the from field during the message header playback.  If this option is false, then caller ID is never played as part of the message.  <b>Note</b> This is not currently supported in the UK.  Possible values: true, false Default: true
<b>play_skip</b>	Number of seconds to rewind or skip forward during message playback when a user presses <b>★</b> or <b>#</b> .  Possible values: 1 ~ 99 (seconds) Default: 5

Table 3-1 Strategy Flash System Configuration Parameters - Definitions &amp; Settings(Cont.)

Parameter	Description
<b>please_hold</b>	<p>Whether the system says "Please hold while I try that extension" before transferring a caller.</p> <p><i>TRUE:</i> The system plays the above prompt.</p> <p><i>FALSE:</i> The system does not play the above prompt and immediately executes the <i>dl_dtwait</i> string or the <i>Extension</i> string, as appropriate.</p> <p>Possible values: true, false Default: true</p>
<b>prompt_file</b>	<p>Default prompt file that Strategy should use on an incoming call. This allows you to redefine the default language prompt file from British. It does not preclude you from changing the prompt file during the call.</p> <p><b>Note</b> <i>Flash will only support 'British'.</i></p> <p>Possible values: valid prompt file. The single quotes are required. Default: 'British'</p>
<b>purge</b>	<p>Number of days before a message is set for purging/deletion. Whenever a user accesses his User ID and presses 1 to Play Messages, the system tells him how many messages he has that will be automatically deleted when he exits the Main Menu.</p> <p><b>CAUTION!</b> <i>Once a message is deleted by purging there is no way to retrieve it.</i></p> <p>Possible values: 0 (purging disabled), 1 ~ 99 (days) Default: 0</p>
<b>restore_config</b>	<p>If this value is true, then the system will restore the last known good configuration if it panics.</p> <p>If it is false, then the last known good configuration is never restored automatically during error recovery.</p> <p>Possible values: true, false Default: true</p>
<b>restore_original</b>	<p>If this value is true, then the system will restore the original configuration if it panics.</p> <p>If it is false, then the original configuration is never restored automatically during error recovery.</p> <p>Possible values: true, false Default: true</p>
<b>security_min_length</b>	<p>Minimum length security code that Strategy will accept as a new security code when a user attempts to change it from a telephone.</p> <p>Possible values: 1 ~ 16 Default: 1</p>

Table 3-1 Strategy Flash System Configuration Parameters - Definitions &amp; Settings(Cont.)

Parameter	Description								
<b>short_direct_send</b>	<p>What Strategy plays when the Direct Message User ID (usually 998) is entered followed by the User ID. (The Direct Message User ID is set using the <i>box_snd</i> parameter.)</p> <p><i>TRUE:</i> "You entered" and the User ID's name recording plays.  <i>FALSE:</i> User ID's current greeting plays (as if received a Ring No Answer).</p> <p>Possible values: true, false  Default: false</p>								
<b>shutdown</b>	<p>Designated day and time Strategy performs automatic shutdown for hard drive maintenance.</p> <p>The first value between the single quotes is the day of week, where:</p> <table> <tr> <td>0 Sunday</td><td>4 Thursday</td></tr> <tr> <td>1 Monday</td><td>5 Friday</td></tr> <tr> <td>2 Tuesday</td><td>6 Saturday</td></tr> <tr> <td>3 Wednesday</td><td>-1 Everyday</td></tr> </table> <p>The second value between the single quotes is the hour and minute at which the shutdown occurs. Use the 24-hour format with the colon (:) omitted.</p> <p>Example: ' 9:30 p.m. is 2130  Default: '2 130' (Tuesday at 01:30 a.m.)</p>	0 Sunday	4 Thursday	1 Monday	5 Friday	2 Tuesday	6 Saturday	3 Wednesday	-1 Everyday
0 Sunday	4 Thursday								
1 Monday	5 Friday								
2 Tuesday	6 Saturday								
3 Wednesday	-1 Everyday								
<b>skip_name_announce</b>	<p>This defines the choice of whether the Strategy announces the user name at the log-on. If it is set to false, Strategy will not announce the user name at log-on.</p> <p>Possible values: true, false  Default: false</p>								
<b>tape_length</b>	<p>When a User selects option 1 (Play Messages), and then 78 (continuous play) or 76 (continuous delete), this parameter defines the total number of minutes to play or delete. Usually defines the length of one side of a tape that might be used for recording a set of messages in a User ID.</p> <p>Possible values: 00, 10 ~ 99 (minutes). Setting the value to 00 disables the Playback and Delete Continuous features.  Default: 30</p>								
<b>timestamp_forwards</b>	<p>Controls the date/time stamp the system uses on a forwarded message.</p> <p><i>TRUE:</i> Use the date/time that the message was forwarded.  <i>FALSE:</i> Use the original date and time the message was first recorded.</p> <p>Possible values: true, false  Default: true</p>								

Table 3-1 Strategy Flash System Configuration Parameters - Definitions &amp; Settings(Cont.)

Parameter	Description
<b>tmo_2digit_menu</b>	<p>Amount of time Strategy waits after receiving the first digit of a two-digit menu selection.</p> <p>When playing a message, <b>*</b> means rewind 5 seconds, while <b>*1</b> means replay the current message. If the user presses <b>*</b> and waits until this time elapses, Strategy rewinds 5 seconds.</p> <p>Recommended value: 10 ~ 99 (units of 100 ms) Default: 12 (1.2 seconds)</p>
<b>tmo_blank</b>	<p>Total number of minutes Strategy waits before blanking the Main Menu screen to prevent screen burn-in.</p> <p><b>Note</b> <i>This parameter only blanks the screen if the current screen is the Main Menu.</i></p> <p>The <i>advertising</i> parameter contains the string that displays when the Main Menu screen is blanked.</p> <p>Possible values: 0 (disabled), 1 ~ 99 (minutes) Default: 5</p>
<b>tmo_dtmf</b>	<p>Amount of time Strategy waits to determine that the caller has finished entering DTMF digits (provided the caller does not press #).</p> <p>Possible values: 10 ~ 99 (units of 100 ms) Default: 12 (1.2 seconds)</p>
<b>tmo_dtmf_login</b>	<p>Amount of time Strategy waits to determine that the caller has finished entering DTMF digits (provided that the caller does not press #) when entering the User ID and security code during the log in process.</p> <p>Recommended value: 10 ~ 99 (units of 100 ms) Default: 20 (2 seconds)</p>
<b>tmo_hold</b>	<p>Number of seconds before Strategy attempts to transfer a caller after the caller has pressed <b>*</b> to hold for a busy extension.</p> <p>When a caller presses <b>*</b> to hold for a busy extension, Strategy plays a file called C:\Strategy\HOLD.VOX after which Strategy attempts to transfer the caller again. If that file is missing, Strategy is silent for the number of seconds specified by this parameter.</p> <p><b>Note</b> <i>To have callers hear a specialty recording while on hold, record over HOLD.VOX by accessing the System Administration Menu. See Chapter 12—System Administrator User ID in the Strategy I&amp;M Manual for details.</i></p> <p>Default: 20 (seconds)</p>

Table 3-1 Strategy Flash System Configuration Parameters - Definitions &amp; Settings(Cont.)

Parameter	Description
<b>tmo_idle</b>	When this value is greater than 0, it enables a special function in Strategy to go off-hook and back on-hook whenever a port is idle for the specified number of seconds. This is necessary only under rare circumstances when a telephone switch may not release a station that is connected to Strategy even after Strategy has gone on-hook.  Default: 0
<b>tmo_menu</b>	Amount of time Strategy waits before repeating a choice menu. Possible values: 1 ~ 99 (units of 100 ms) Default: 20 (2 seconds)
<b>tmo_pickup</b>	Minimum amount of time the system waits between an on-hook and off-hook event. Possible values: 10 ~ 99 (units of 100 ms) Default: 20 (2 seconds)
<b>tmo_resume</b>	Number of seconds Strategy pauses the current message when the user is listening to one of his/her messages. If this period elapses and the user does not tell Strategy to resume, Strategy automatically continues to play messages. Possible values: 0 ~ 255 (seconds) Default: 30 (seconds)
<b>tmo_serial</b>	Maximum number of seconds Strategy waits for a response when communicating with peripheral devices through a serial port. Otherwise, Strategy could potentially wait forever. Possible values: 2 ~ 99 (seconds) Default: 2
<b>tmo_silence</b>	Maximum amount of silence time the system waits before deciding to finish a recording and hang up. Possible values: 3 ~ 9 (seconds) Default: 5
<b>tmo_sound</b>	Maximum amount of sound/dial tone time the system waits before deciding to finish a recording and hang up. Possible values: 3 ~ 9 (seconds) Default: 5

Table 3-1 Strategy Flash System Configuration Parameters - Definitions & Settings(Cont.)

Parameter	Description
<b>trace_cap</b>	<p>Defines the size of the TRACE.OUT file in kilobytes. When the size of the file reaches its defined maximum, new data begins to overwrite the oldest data in the file, generating a continuous loop of information.</p> <p>Possible values: Values vary depending on the amount of Trace information required and the space available on Strategy's hard drive. If this value is set high, it could take an excessive amount of time to copy the file to the portable/desktop computer. A standard setting is 1440 for copying the file to the portable/desktop computer's floppy-disk drive. Default: 1024 kilobytes</p>
<b>use_pvc</b>	<p>Whether Strategy enables the Rhetorex voice board driver's Positive Voice Control feature when dialling and expecting a voice to answer.</p> <p><b>TRUE:</b> Rhetorex driver's Positive Voice Control feature enabled. <b>FALSE:</b> Rhetorex driver's Positive Voice Control feature <b>not</b> enabled. On some switches, setting this value to false avoids false answer detects.</p> <p>Possible values: true, false Default: true</p>
<b>user_log</b>	<p>Whether the system makes an entry in the log file specified whenever a User ID is accessed via DTMF. The log entry consists of the date, time and User ID. This is useful for creating a data file which can later be analysed for call distributions and accesses by dates, days, and times.</p> <p><b>Note</b> <i>When active, grows quickly. Archive or delete frequently.</i></p> <p>Possible values: valid DOS file name. The single quotes are required. Default: comment line (#set user_log'USERID.LOG') To enable, remove the starting # and set the value.</p>
<b>Serial Port Definition</b>	
<b>baud1</b>	<p>Baud rate for logical serial port 1. This operates on the physical COM port as defined by <i>serial_port1</i>.</p> <p>Possible values: 300, 1200, 2400, 9600, 19200. Default: 1200</p>
<b>baud2</b>	<p>Baud rate for logical serial port 2. This operates on the physical COM port as defined by <i>serial_port2</i>.</p> <p>Possible values: 300, 1200, 2400, 9600, 19200. Default: 9600</p>

Table 3-1 Strategy Flash System Configuration Parameters - Definitions &amp; Settings(Cont.)

Parameter	Description
<b>databits1</b>	Number of data bits for logical serial port 1. Possible values: 7, 8 Default: 7
<b>databits2</b>	Number of data bits for logical serial port 2. Possible values: 7, 8 Default: 8
<b>parity1</b>	Parity to use for logical serial port 1. Possible values: none, even, odd, mark, space Default: even
<b>parity2</b>	Parity to use for logical serial port 2. Possible values: none, even, odd, mark, space Default: none
<b>serial_port1</b>	<p>In order for Strategy to communicate with peripheral devices connected to COM/RS232 ports, it needs to know which ports are connected. There is a mapping from the port that Strategy knows to the physical port on the computer. This mapping is defined by this parameter. To define serial port 1 as active, simply define the COM port where it should be mapped.</p> <p>Examples: Set this parameter to 1 to connect serial port 1 (Strategy) to COM1.</p> <p>Possible values: 0 (not connected), 1 (COM1), 2 (COM2), 3 (COM3), 4 (COM4)</p> <p>Default: 1</p> <p><b>Note</b> COM 3 &amp; 4 are not supported by Strategy Flash.</p>
<b>serial_port2</b>	<p>In order for Strategy to communicate with peripheral devices connected to COM/RS232 ports, it needs to know which ports are connected. There is a mapping from the port that Strategy knows to the physical port on the computer. This mapping is defined by this parameter. To define serial port 2 as active, simply define the COM port where it should be mapped.</p> <p>Examples: Set this parameter to 2 to connect serial port 2 (Strategy) to COM2.</p> <p>Possible values: 0 (not connected), 1 (COM1), 2 (COM2), 3 (COM3), 4 (COM4)</p> <p>Default: 2</p> <p><b>Note</b> COM 3 &amp; 4 are not supported by Strategy Flash.</p>
<b>stopbits1</b>	Number of stop bits to use for logical serial port 1. Possible values: 0, 1, 2 Default: 1

Table 3-1 Strategy Flash System Configuration Parameters - Definitions &amp; Settings(Cont.)

Parameter	Description
<b>stopbits2</b>	Number of stop bits to use for logical serial port 2. Possible values: 0, 1, 2 Default: 1
<b>SMDI/Serial Integration Definition</b>	
<b>smdi_base_port</b>	Some SMDI installations use logical terminal numbers that do not begin with 1 (for example, if it uses the extension or physical number to define the terminal). In these situations, you must define the extension number where port 1 is connected. The system assumes that the extension numbers are then connected in numerical order to the remaining ports. Example: 208 (extension number of port in DK280/CT) Default: 1
<b>smdi_port</b>	Logical serial port Strategy uses for SMDI integration. Possible values: 0 (disables SMDI integration), 1, 2, 3, 4 (port number) Default: 0
<b>smdi_pretimeout</b>	Maximum number of seconds that an SMDI packet can PRECEDE the forwarded call. Possible values: 5 ~ 50 (seconds) Default: 50
<b>smdi_type</b>	Protocol Strategy uses when using RS-232 data integration (outband integration). 'smdi': standard SMDI integration 's75': System 75 integration Possible values: 'smdi', 's75' The single quotes are required. Default: 'smdi'
<b>Per Port Definitions</b>	
<b>box_grt</b>	Sets the starting User ID for the port given as the last value. Examples: box_grt 990 1 means that on port 1, a new call starts at User ID 990. Possible values: valid User ID and valid port Default: 990 1 990 2 990 3 990 4



Table 3-1 Strategy Flash System Configuration Parameters - Definitions &amp; Settings(Cont.)

Parameter	Description
<b>n_rings</b>	<p>Number of rings to wait before answering per port. This is useful for those telephone systems that do not allow incoming lines to ring in a station hunt group or do not provide delayed ringing. Also, it may be used to set up backup answering for a secondary attendant operation.</p> <p><b>Note</b>      <i>There is a side effect. When a user wants to pickup his messages, he must wait the specified number of rings before Strategy answers.</i></p> <p>Example:      To have port 1 answer on the second ring, use set n_rings 2 1.</p> <p>Possible values:    1 ~ 9 (number of rings); valid port number</p> <p>Default:    1 1               1 2               1 3               1 4</p>
<b>Fixed Length User IDs</b>	
The fixed length of a User ID is based on its first digit.	
<b>fixed_len1</b>	<p>Maximum number of digits Strategy expects when a caller dials a User ID beginning with 1.</p> <p>When changing this value, make certain that it is still possible to log in and send messages to all existing User ID mailboxes that begin with this digit. For example, if there are five-digit User ID mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all User ID mailboxes, including users, guests, and reserved (411, 990, etc.)</p> <p>Possible values:    1 ~ 8</p> <p>Default:    8</p>
<b>fixed_len2</b>	<p>Maximum number of digits Strategy expects when a caller dials a User ID beginning with 2.</p> <p>When changing this value, make certain that it is still possible to log in and send messages to all existing User ID mailboxes that begin with this digit. For example, if there are five digit User ID mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all User ID mailboxes, including users, guests, and reserved (411, 990, etc.)</p> <p>Possible values:    1 ~ 8</p> <p>Default:    8</p>

Table 3-1 Strategy Flash System Configuration Parameters - Definitions &amp; Settings(Cont.)

Parameter	Description
<b>fixed_len3</b>	<p>Maximum number of digits Strategy expects when a caller dials a User ID beginning with 3.</p> <p>When changing this value, make certain that it is still possible to log in and send messages to all existing User ID mailboxes that begin with this digit. For example, if there are five digit User ID mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all User ID mailboxes, including users, guests, and reserved (411, 990, etc.)</p> <p>Possible values: 1 ~ 8 Default: 8</p>
<b>fixed_len4</b>	<p>Maximum number of digits Strategy expects when a caller dials a User ID beginning with 4.</p> <p>When changing this value, make certain that it is still possible to log in and send messages to all existing User ID mailboxes that begin with this digit. For example, if there are five digit User ID mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all User ID mailboxes, including users, guests, and reserved (411, 990, etc.)</p> <p>Possible values: 1 ~ 8 Default: 8</p>
<b>fixed_len5</b>	<p>Maximum number of digits Strategy expects when a caller dials a User ID beginning with 5.</p> <p>When changing this value, make certain that it is still possible to log in and send messages to all existing User ID mailboxes that begin with this digit. For example, if there are five digit User ID mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all User ID mailboxes, including users, guests, and reserved (411, 990, etc.)</p> <p>Possible values: 1 ~ 8 Default: 8</p>
<b>fixed_len6</b>	<p>Maximum number of digits Strategy expects when a caller dials a User ID beginning with 6.</p> <p>When changing this value, make certain that it is still possible to log in and send messages to all existing User ID mailboxes that begin with this digit. For example, if there are five digit User ID mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all User ID mailboxes, including users, guests, and reserved (411, 990, etc.)</p> <p>Possible values: 1 ~ 8 Default: 8</p>

Table 3-1 Strategy Flash System Configuration Parameters - Definitions &amp; Settings(Cont.)

Parameter	Description
<b>fixed_len7</b>	<p>Maximum number of digits Strategy expects when a caller dials a User ID beginning with 7.</p> <p>When changing this value, make certain that it is still possible to log in and send messages to all existing User ID mailboxes that begin with this digit. For example, if there are five digit User ID mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all User ID mailboxes, including users, guests, and reserved (411, 990, etc.)</p> <p>Possible values: 1 ~ 8 Default: 8</p>
<b>fixed_len8</b>	<p>Maximum number of digits Strategy expects when a caller dials a User ID beginning with 8.</p> <p>When changing this value, make certain that it is still possible to log in and send messages to all existing User ID mailboxes that begin with this digit. For example, if there are five digit User ID mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all User ID mailboxes, including users, guests, and reserved (411, 990, etc.)</p> <p>Possible values: 1 ~ 8 Default: 8</p>
<b>fixed_len9</b>	<p>Maximum number of digits Strategy expects when a caller dials a User ID beginning with 9.</p> <p>When changing this value, make certain that it is still possible to log in and send messages to all existing User ID mailboxes that begin with this digit. For example, if there are five digit User ID mailboxes that begin with this digit, then you should not set the value of this parameter less than five. Check all User ID mailboxes, including users, guests, and reserved (411, 990, etc.)</p> <p>Possible values: 1 ~ 8 Default: 8</p>



The Strategy Flash system's integrated design makes it easy to maintain and relatively maintenance free. Since the serial communications ports, the RJ-11 voice port connectors and the flash memory are all resident on the motherboard, the need for peripheral boards and internal connectors is eliminated. In addition, the flash memory device used in the Strategy Flash unit contains no moving parts, unlike traditional hard drives.

The Strategy Admin software provides the utility and diagnostic programs to maintain and monitor the Strategy Flash system.

This chapter discusses:

- ◆ **Tools Utility** – Available from the Main Menu, this utility consists of procedures that:
  - ◆ Back up and restore databases and/or mailbox names and greetings
  - ◆ Upgrade Strategy software
  - ◆ Retrieve trace files
  - ◆ Copy files to and from the flash memory of the Strategy Flash and the Strategy Admin PC's hard drive
  - ◆ Configure the Strategy software
  - ◆ Change the Toshiba Plug and Play option
  - ◆ Modify codes and integration patterns using the Telephone System Configuration option

**Note** For instructions on using the Strategy System Configuration see [Chapter 3](#). For the Toshiba Plug and Play, and Telephone System Configurations options, see [Step 11 "Configure Strategy Flash" on Page 2-13](#).

- ◆ **Shut down the Strategy Flash** – This function consists of six shutdown options: Shutdown and Restart Current Version; Shutdown and Trace Current Version; Shutdown and Start New Version; Shutdown and Start Old Version; Shutdown, Scandisk and Restart; and Shutdown and Stop for Power off.
- ◆ **Automatic System Recovery** – This feature controls the startup procedure in case a problem is detected during the restart process.
- ◆ **Diagnostics** – Strategy has powerful troubleshooting tools. The following three files assist you in determining the source of a problem:
  - ◆ TRACE.OUT logs the Strategy Flash's activity.
  - ◆ STRATEGY.LOG contains information on how many channels (ports) the system started up with and the CKDB execution summary (tells you basically that all of your messages have a home), etc.
  - ◆ MSG.LOG logs all messages received and every mailbox that checks for messages along with the DMTF entered.
- ◆ **Strategy Flash Voice Port Upgrade** gives you information required when requesting a port upgrade.

# Tools

This chapter discusses the following selections on the Tools menu:

- ◆ Backup Utility
- ◆ Restore Utility
- ◆ Upgrade Strategy Software
- ◆ Retrieve Trace File
- ◆ Filecopy

Figure 4-1 shows the complete Tools menu. For the Telephone System Configuration, Toshiba Plug and Play, and Strategy System Configuration options, see [Step 11 “Configure Strategy Flash” on Page 2-13](#) for details.

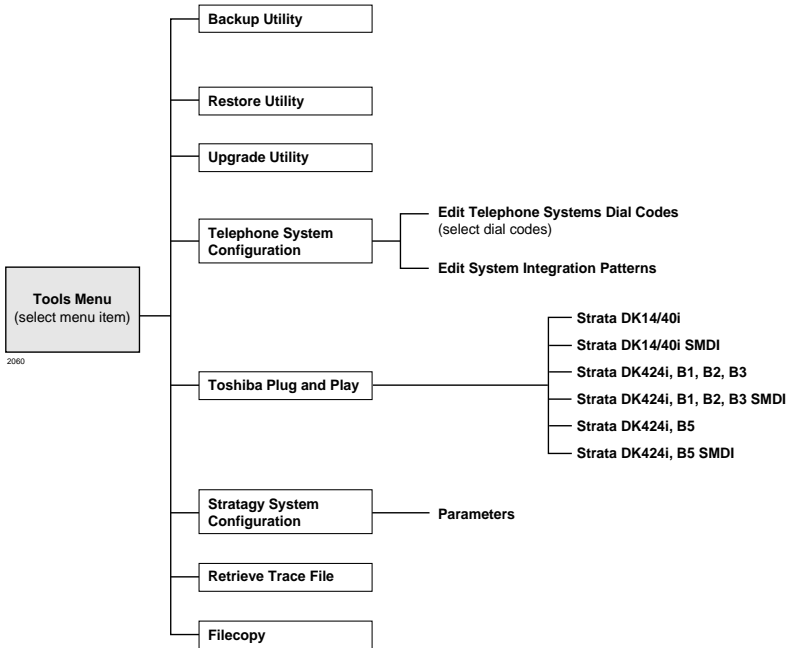


Figure 4-1 Navigating the Tools Menu

## Backup Utility

The Strategy Backup Utility is used to back up information from the flash memory of the Strategy Flash to the Strategy Admin PC's hard drive.

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**CAUTION!** Because of possible errors that can be induced through the telephone network, Toshiba advises that you perform the Backup Utility on site.

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Backup functions are available for either a customer's database or mailbox names and greetings, or both. They consist of:

- ◆ **Database**  
All mailbox settings and information, Strategy system configuration settings, notification templates, auto schedules, and all information concerning the selected telephone system's integration information.
- ◆ **Mailbox names and greetings**  
All names and greetings that have been recorded for all programmed mailboxes (personal and company).

Backing up your Strategy system regularly enables you to restore the system with minimal data loss if the system fails.

**Note** Messages cannot be backed up.

---

**CAUTION!** During the Backup and Restore procedures, the Strategy Flash cannot process calls. When any Backup or Restore function is selected, Strategy Admin queries the Strategy Flash concerning calls currently in progress. If calls are in progress, Strategy Admin asks if the calls can be terminated. If call termination is selected, any current connection is disconnected, and all ports are commanded to go off-hook to prevent any further calls. If call termination is denied, the Backup or Restore procedure is halted.

If the connection between the Strategy Admin PC and Strategy Flash is lost, communication can be re-established by simply shutting down and restarting the Strategy Admin in the usual manner.

---

## Back up the Database(s)/Names/Greetings

1. From the Tools menu, press **Enter**.



2. From the Backup screen, enter the selection number.

A second screen requesting a backup directory displays.

3. The directory defaults to **C:\SGAdmin\3x\BACKUP** on the Strategy Admin PC. If you want the back up to be stored in a different directory, type over the default. Press **Enter**.

### Notes

- You cannot back up files to the Strategy Admin PC's floppy disk drive.
- Be sure to enter the complete path, including the drive letter.

Toshiba recommend where possible you use the site name and same form of version ref (ie the date or if its the first backup for the site A, or if its the 2nd backup for the site B, or 2 etc.)

4. (Optional) If you entered selection 2 "Backup Names & Greetings" in Step 2, you are asked to enter a beginning and ending mailbox number. Type the mailbox numbers and press **Enter** after each entry

Leaving both fields blank defines all mailboxes.

...or if you entered selection 3 "Backup Database, Names & Greetings" in Step 2, press **Enter** in the mailbox number fields to leave them blank.

**Important!** *This selection backs up the entire database and all names and greetings. You cannot backup selective mailboxes.*

Before the backup starts, Strategy Admin calculates the time the backup will take and displays a status message.





5. Verify that the Strategy Admin PC has enough available disk space to accommodate the backup file.

Based on the Strategy's estimated Backup time (shown on your screen), use the calculations shown at right to estimate the required hard drive space.

6. If your Strategy Admin PC's hard drive has enough available disk space, press **Y** to continue

...or if not, press **N** to cancel the backup procedure.

7. Press **Y** to continue.

8. Press **Y** to reboot Strategy.

Transmitting at: Bytes Per Second (bps) written to hard drive:

9600 bps	800 bytes
4800 bps	400 bytes
2400 bps	200 bytes

Example: If Admin displays a five minute backup time and communication is set at 9600 bps, then:

5 minutes = 300 seconds  
 300 seconds x 800 bytes = 240,000 bytes

BPS values are not exact. Additional amounts have been factored in to estimate a higher quantity of space than is actually required.

Would you like to shut down active voice channels? [NY]

When the backup is complete, this status message displays:

Backup successful. Reboot Strategy ? [NY]

**CAUTION!** If Strategy is not rebooted, all ports remain in an off-hook condition.

The Strategy Admin PC returns to the **C:\SGAdmin\3x** DOS prompt.

# Restore Utility

**CAUTION!** Because of possible errors that can be induced through the telephone network, Toshiba advises that you perform the Restore Utility on site.

The Strategy Restore Utility is used to restore previously backed up names, greetings and/or database from the Strategy Admin PC to the Strategy Flash.

## Restore the Database(s)/Names/Greetings

**CAUTION!** Strategy Voice Processing is suspended during the restore procedure. Any existing connection is broken. For additional information on the Restore procedure, see the Caution on [Page 4-3](#).

1. From the Tools menu, press **2**.
2. From the Restore screen, enter the selection number.
3. The directory defaults to **C:\SGAdmin\3x BACKUP** on the Strategy Admin PC. If you have the file(s) backed up to a different directory, type over the default. Press **Enter**.
4. (Optional) If you entered selection 2 "Restore Names & Greetings" in Step 2, you are also asked to enter a beginning and ending mailbox number. Press **Enter** after each entry



A second screen displays requesting the source directory.

### Notes

- ♦ Restoring files from the Strategy Admin PC's floppy disk drive is not supported.
- ♦ Be sure to enter the complete path, including the drive letter.

Leaving both fields blank defines all mailboxes.

...or if you entered selection 3 "Restore Database, Names & Greetings" in Step 2, press **Enter** in the mailbox number fields to leave them blank.

5. Press **Y** to restore the files

...or **N** to cancel the procedure.

6. Press **Y** to continue.

7. Press **Y** to reboot Strategy.

**Important!** *This selection restores the entire database and all names and greetings. You cannot restore selective mailboxes.*

Before the restore starts, Strategy Admin calculates the time the process will take and displays a status message.

Restore time 3 min 50 sec. Continue? [NY]

Would you like to shut down active voice channels? [NY]

When the restore is complete, this status message displays:

Restore successful. Reboot Strategy ? [NY]

**CAUTION!** **If Strategy is not rebooted, all ports remain in an off-hook condition.**

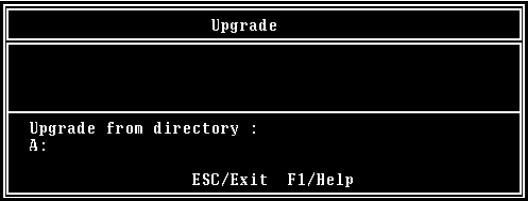
The Strategy Admin PC returns to the **C:\SGAdmin\3x** DOS prompt.

# Upgrade Strategy Software

To upgrade Strategy system software, you need the correct set of software.

**CAUTION!** Because of possible errors that can be induced through the telephone network, Toshiba advises that you perform the Upgrade Utility on site.

- 1. From the Tools menu, press **3**.
- 2. Place the upgrade disk into the Stratagy Admin PC's floppy disk drive.
- 3. The default directory is **A:**. If your Stratagy Admin PC uses a different drive, type over the default in the Upgrade screen. Press **Enter**.
- 4. Press any key.



When the upgrade procedure is complete, the following message displays:



The Stratagy Admin PC returns to the **C:\SGAdmin\3x** DOS prompt.

## Retrieve Trace File

This function copies the trace data log file (TRACE.OUT) to the Stratagy Admin PC's hard drive. As part of this function, a new Trace Filter Setup screen (see [Figure 4-2](#) on [Page 4-10](#)) enables you to specify the filtering rules for selecting the desired trace records. After Stratagy Admin filters the trace data, it decodes and expands the data into records containing the information requested by you in the Trace Filter Setup screen.

**Note** The size of the trace file can be set using the *trace\_cap* parameter in the install.cfg file of Strategy (see "[trace\\_cap](#)" on [Page 2-19](#) for a description of the parameter).

## ► To retrieve the trace file

1. From the Tools menu, press **7**.
2. The trace file name defaults to **TRACE.OUT**. From the Retrieve Trace File screen, press **Enter**.
3. Enter the directory where you want to copy the file. The default is:  
**C:\SGAdmin\3x**.  
If you need a different directory, type over the default. Press **Enter**.
4. Select the items you want included in the **TRACE.OUT** file.
5. When you are finished, press **Alt+E**.



Be sure to enter the complete path.

If the directory already exists, you are given the option of entering a new directory or overwriting the file.

A Trace Filter Setup screen displays (see [Figure 4-2](#) on [Page 4-10](#)).

Refer to the field descriptions on [Page 4-10](#).

While the Trace information is filtered and expanded (decoded), the following message displays:



Once the data has been expanded, Strategy copies the file to the directory/file specified in Step 3 of this procedure. This dialogue status box displays:



When the copy is complete, this status box displays:



You can use any text editor to review the file.

Trace Filter Setup Screen

Trace Filter Setup		
SCREEN		
<b>Categories</b> Detail: NO Normal: YES Call Activity: NO Traffic: NO System: NO Error: NO	<b>Threads</b> Main: YES Interface: YES Event: YES Rover: YES Watch: YES SMDI: YES	<b>Parameters</b>  Time: From: / / : : To: / / : :  Channels List: 0  Mailboxes List: 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Esc/Exit	F1/Help	Alt-E/Execute

Figure 4-2 Trace Filter Setup Screen with System Defaults

The following fields appear on the screen:

Categories	Categories/classes of the traced records. Use the spacebar to toggle between Yes for inclusion of data or No for exclusion.
Detail	Detail system information. <b>Note</b> Since this information is very detailed and complex, it is only useful for advanced technical personnel trying to debug the system.
Normal	General system activities including digits dialed and boxes executed.
Call Activity	Log ins, log outs, messages received, and messages retrieved.
Traffic	Information concerning system load and possible problems caused by the load.
System	Control flow between functions.
Error	Abnormal conditions, faults, exceptions, etc.

<b>Threads</b>	Program processes. Use the spacebar to toggle between Yes for inclusion of data or No for exclusion.
<b>Main</b>	System messages and trace events relating to the overall system.
<b>Interface</b>	Communication protocol between the Strategy Flash and Strategy Admin.
<b>Event</b>	Anything that happens to the Strategy Flash from outside the system (e.g., detects voice, dial tones, ringing, etc.).
<b>Rover</b>	Actions that the Strategy Flash takes (e.g., notifications and internal scheduling).
<b>Watch</b>	Timers, system self-monitoring.
<b>SMDI</b>	SMDI information.
<b>Parameters</b>	Limiting factors (date/time range, channel information, mailbox information).
<b>Time From:</b>	Starting date and time for trace data. Enter in dd/mm/yy hh:mm:ss format.
<b>Time To:</b>	Ending date and time for trace data. Enter in dd/mm/yy hh:mm:ss format.
<b>Channels List</b>	Channel numbers. When no numbers are entered, all channels are included in the output.
<b>Mailboxes List</b>	When this parameter is used, only mailbox activities (log in, log out, message delivery, pickup, message delete, etc.) are displayed in the trace output. This option is useful when only mailbox activities need to be monitored.

# Filecopy

Use Strategy Admin's Filecopy option to copy files to and from the flash memory of the Strategy Flash and the Strategy Admin PC's hard drive.

➤ To use the filecopy option

1. From the Tools menu, press **8**.
2. In the Source System field (where the file currently resides), press **F2** to display a pop-up box of selections.
3. Highlight **PC** to copy from the Strategy Admin PC or **Strategy** to copy from the Strategy. Press **Enter**.
4. In the Copy From field, type the directory name, if necessary, and the file name.
5. Press **Enter** when finished.
6. In the Copy To field, type the directory name, if necessary, and the file name.
7. Press **Enter** when finished.
8. Press any key to continue.

Filecopy

Source System:

Copy From:

Copy To:

ESC/Exit F1/Help

**Note** If a directory name is not entered, Filecopy searches the Strategy or Strategy Admin directory (Strategy Admin PC) for the file to be copied.

**Note** If a directory name is not entered, Filecopy assigns the destination for the file to the Strategy or Strategy Admin directory.

While Strategy copies the file, this dialogue status box displays:

File copying: Strategy → Local, Received 8192 bytes (53%)

When the copy is complete, this status box displays:

Finished copying file in 2.32 minutes, press any key to continue.



## Shut Down the Strategy Flash

Occasionally you will need to shut down, or exit, Strategy call processing. Circumstances include:

- ◆ Turning power OFF to perform hardware maintenance
- ◆ Moving the system to another location

When Strategy is shutdown all connected port status lights are ON.

---

**CAUTION!** Never shut down Strategy by simply pulling the Strategy Flash's power cord from the wall. Doing so may corrupt the system files that are in use.

---

## Methods of Shutdown

Strategy can be shut down in two ways:

- ◆ From a telephone dial pad
- ◆ From the Shutdown function on the Strategy Admin's Main Menu

## Telephone Dial Pad

**Important!** *System shutdown using the telephone dial pad is not operable if the Strategy Admin is connected.*

### ➤ To enable shutdown procedure and change mailbox 983 security code

**Important!** *It is extremely important that the security code for mailbox 983 be changed. If the security code is not changed, it is possible for someone who knows Strategy's default password scheme to call into the system and shut it down.*

1. Using Strategy Admin, log on to the Strategy Flash.	The Strategy Admin Main Menu displays.
2. Press <b>Alt+U</b> .	The Users Menu, Options screen displays.
3. In the User ID field, type <b>983</b> and press <b>Enter</b> .	The Options screen displays for box 983.
4. Using the arrow down key, place the cursor in the Security Code field.	
5. Type the new security code.	<b>Note</b> For added security, the security code does not appear on the screen as you type it.
6. Navigate to the Do Not Disturb field.	
7. Press the spacebar to change the field from ON to OFF.	<b>Note</b> Changing the Do Not Disturb option enables the token programming residing in the Extension field of the mailbox. It is the token string in this mailbox that performs the shutdown procedure.
8. Press <b>Alt+S</b> to save the changes.	

➤ **To shut down the Strategy Flash using the telephone dial pad**

1. From the telephone dial pad, call Strategy.
2. Enter **983**.
3. Enter the new security code (the default is **983997**) and press #.

Once you dial into Strategy, the system answers with the standard company greeting.

Strategy prompts you to enter the User ID.

Strategy prompts you to enter the security code.

**Important!** *You must wait until the entire prompt has been played before entering the security code. If the code is entered prior to the completion of the prompt, the shutdown does not occur.*

All inactive channels are taken off-hook. All active channels are given a 60 second time delay to complete processing the current activity. After 60 seconds, they are disconnected and the system shuts down.

**Important!** *For security reasons, you should change the default security code.*

➤ **To restart the Strategy Flash system**

- Unplug the Strategy Flash's power cord from the wall, wait a few seconds and then plug it back in. This automatically restarts the system and puts all channels on-hook and ready to accept calls.

## Strategy Admin's Main Menu

➤ **To shut down the Strategy Flash using Strategy Admin's main menu**

1. From Strategy Admin's Main Menu, select Shutdown by pressing **Alt+s**.
2. Enter the password (the default is **Strategy**) and press **Enter**.

Strategy asks for the password.

Shutdown Menu.	ESC\Exit
Shutdown and Restart	CURRENT Version
Shutdown and Trace	CURRENT Version
Shutdown and Start	NEW Version
Shutdown and Start	OLD Version
Shutdown, SCANDISK, and Restart	
Shutdown and STOP for power off	

The screen enables you to select one of the following options:

- ◆ Shutdown and Restart CURRENT Version  
— Restarts Strategy (equivalent to pressing the **Esc** key on the current Strategy platform).
- ◆ Shutdown and Trace CURRENT Version  
— Shuts down, then restarts Strategy in the TRACE mode (TRACE.OUT file is created) using Strategy flash memory.

3. From the Shutdown Menu, highlight your selection and press **Enter**.
4. If you chose the “Shutdown and STOP for power off” option, Strategy asks you to confirm the shutdown. Enter **Y** for shutdown.

- ♦ Shutdown and Start NEW Version — Shuts down, then restarts Strategy using the new database and new Strategy system software, if any.
- ♦ Shutdown and Start OLD Version — Shuts down, then restarts Strategy using the software version previous to the upgraded software.
- ♦ Shutdown, SCANDISK, and Restart — Shuts down, runs ScanDisk program and then restarts Strategy.

**Note** There is no screen interaction during the running of the ScanDisk Utility.

- ♦ Shutdown and STOP for power off — Takes Strategy off-line and does not restart it.

**Note** This option is not available when accessing Strategy remotely.

The DOS prompt (**C: \SGAdmin \3x**) displays.

➤ **To restart/reset the Strategy Flash system after selecting “Shutdown and STOP for power off” option**

**Note** If you select any of the first five options on the Shutdown Menu, Strategy Flash automatically restarts.

- Unplug the Strategy Flash’s power cord from the wall, wait a few seconds and then plug it back in. This automatically restarts the system and puts all channels on-hook and ready to accept calls.

## Automatic System Recovery

The Strategy Flash has a new feature called Automatic System Recovery. The feature is controlled by two new parameters in the Strategy System Configuration file, *restore\_original* and *restore\_config*. The parameters default to true and enable the Strategy to create an Archive directory (**C:\Strategy\Archive**).

The directory contains copies of the files used for system startup (i.e., Strategy batch and configuration files, and mailbox database) and is divided into three subdirectories: Original, Good and Suspect.

When the Strategy Flash system software is first installed, a copy of the files are automatically stored in an Archive subdirectory named Original. Each time you restart the system successfully, the files automatically write to an Archive subdirectory named Good, thereby saving the most up-to-date database changes.

If an unsuccessful startup is detected by the program, the system copies the problem files to an Archive subdirectory named Suspect and restarts using the files in the Good subdirectory. The Suspect files can be used for debugging purposes.

To receive notification of the unsuccessful startup, a new *error\_box* parameter enables you to designate an User ID Mailbox to receive the message. The Notify menu for the mailbox can be set for a new “Panic” notification type.

## Diagnostics

Strategy has several very powerful troubleshooting tools—TRACE.OUT, STRATAGY.LOG, and MSG.LOG. All three of these files are stored in the Strategy directory and are best utilized in combination with each other. For example, if you are looking for actions related to a specific message, enable MSG.LOG and start a trace. If you think you have a site with a power problem, viewing STRATAGY.LOG and TRACE.OUT would be the best course of action.

## Trace

Trace is a diagnostic tool designed to assist you in troubleshooting Strategy’s activity. When Trace is enabled, it is automatically turned ON when Strategy loads up and logs data until Strategy software is shut down.

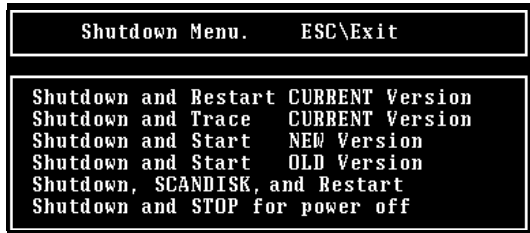
The Strategy Flash stores the trace data in a text file called TRACE.OUT. The size of the trace file can be configured using the *trace\_cap* parameter (see [Table 2-2](#)). This parameter defines the size of the trace file in kilobytes. When the size of the trace file reaches the setting limit, the existing file is overwritten, beginning with the oldest record.

To copy the TRACE.OUT file to the Strategy PC’s hard drive, use the Retrieve Trace File option on the Tools menu (see [“Retrieve Trace File” on Page 4-8](#)).

## Enable Trace Out

1. From the Main Menu, press **Alt+s** to select the shutdown function.
2. Enter the password (the default is **Strategy**) and press **Enter**.

Strategy asks for the password.



3. From the Shutdown Menu, highlight the Shutdown and Trace CURRENT Version option. Press **Enter**.
4. Press **Y** to continue.
5. (Optional) Restart Strategy Admin.

A dialogue box displays asking you to confirm the shutdown.

Strategy shuts down, then restarts in TRACE mode. Trace runs continuously until Strategy is shut down.

The DOS prompt displays on the Strategy Admin PC.

## STRATAGY.LOG

Strategy contains a file named STRATAGY.LOG that is written to every time the Strategy system is properly shut down and successfully boots up. If a Strategy system is turned OFF without a proper shutdown, there may be file corruption. A startup without a shutdown preceding it in the STRATAGY.LOG is the first indication.

Some of the information contained in this file is how many channels (ports) the system started up with and the CKDB execution summary, which tells you basically that all of your messages have a home.

## Copy STRATAGY.LOG

1. From the Tools menu, press **8**.
2. Using the Filecopy option, copy the STRATAGY.LOG file to the Strategy Admin PC's hard drive.

The Filecopy screen displays (see [Page 4-12](#) for details).

You can view it using any common text editor.

# MSG.LOG

If you need to check actions related to specific types of messaging, you can enable MSG.LOG in the System Configuration file. In this file, Strategy logs every message received and every mailbox that checks for messages along with the DTMF entered.

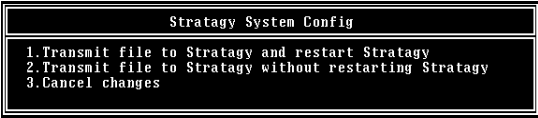
**Important!** *Since the MSG.LOG file continuously collects information, we recommend that you do not enable the file unless you are looking for specific information. Otherwise, the file takes up space in the flash memory that could be used for message storage.*

## Enable MSG.LOG

- 1. From the Tools menu, press 6.
- 2. Enable the msg\_log parameter by removing the # sign in the string:  
`#set msg_log  
'MSG.LOG'`
- 3. Press ESC.

The system configuration file displays. The parameters are listed in alphabetical order.

See Chapter 4 - Configuring Strategy in the *Strategy I&M Manual* for instructions.



- 4. From the Strategy System Config screen, press 1 to save your changes.
- 5. Press any key to continue.
- 6. (Optional) Re-enter Strategy Admin.

Strategy Admin transmits the file to the Strategy Flash. When complete, the screen displays this message:



The system starts logging the information to the MSG.LOG file. The DOS prompt displays.

## Copy MSG.LOG

- 1. From the Tools menu, press 8.
- 2. Using the Filecopy option, copy the MSG.LOG file to the Strategy Admin PC's hard drive.

The Filecopy screen displays (see [Page 4-12](#) for details).

You can view it using any common text editor.

## Upgrading Strategy Flash Voice Ports

Upgrading the number of voice ports on the Strategy Flash does not require any hardware. Please call Toshiba Sales Order Processing with the following information:

- ◆ Dealer Name and Number
- ◆ Dealer Purchase Order Number
- ◆ Dealer Contact and telephone number
- ◆ Site telephone number
- ◆ Strategy Flash's modem telephone number, if different from the site telephone number
- ◆ Strategy Flash's serial number
- ◆ Strategy Flash's system password

The port upgrade is activated by Toshiba remotely

**Note** The Strategy Flash must be restarted for the new ports to be activated.

As there is no integral modem, please refer to Technical Bulletin number 05010 for details of the upgrade procedure and any equipment requirements.





# System Administrator User ID

5

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Stratagy has a special User ID mailbox known as the System Administrator User ID mailbox. It is User ID 999, and you access it through the telephone just as any other User ID mailbox. In addition to normal options available on the Main Menu, the System Administrator's Main Menu includes a System Administration option (8). Starting with Stratagy Release 3 software, two new functions are added to the menu:

- ◆ Reset User ID Security Code
- ◆ Add User's Name to Directory

See the *Stratagy I&M Manual* or *Stratagy DK I & P Manual* for details and procedures on using the other Stratagy Administrator Menu options.

## Reset User ID Security Code

The System Administrator can now reset the user password to the password designated in default Mailbox (999).

1. From the Main menu, press <b>8</b> – System Administration.	
2. From the System Administration menu, press <b>4</b> – Manage User IDs.	Stratagy prompts you to enter the User ID whose security code you want to reset.
3. Enter the User ID and press <b>#</b> .	Stratagy repeats the User ID entered.
4. Press <b>5</b> – Reset User ID Security Code.	You are asked to confirm the User ID number.
5. Press <b>1</b> to confirm the entry and return to the previous menu	Stratagy resets the password to the User ID entered in Step 3 plus the designated password in default Mailbox (997). For example, if the User ID entered is 234 and the password for Mailbox 997 is 997, then the new password would be 234997.
...or <b>2</b> to cancel the function and return to the previous menu.	Please check with your dealer for Mailbox 997's password.

# Add User's Name to Directory

**Note** Entries made using this option display as numeric characters in the Directory Name 1 and Directory Name 2 fields when viewed on the Stratagy Admin's Users Menu. When callers enter DTMF digits during a directory look up, Stratagy decodes the digits in these fields and speaks the user's recorded name.

1.	From the Main menu, press <b>8</b> – System Administration.	
2.	From the System Administration menu, press <b>5</b> – Add User IDs.	Stratagy prompts you to enter the User ID for the user whose name you are adding.
3.	Enter the User ID and press <b>#</b> .	Stratagy repeats the User ID entered.
4.	Press <b>4</b> – Add User's Name to Directory.	Stratagy prompts you to enter the User's first name. Use <b>7</b> for Q and <b>9</b> for Z.
		<b>Note</b>
5.	Using the telephone's dial pad, enter the user's first name. When finished, press <b>#</b> .	Stratagy prompts you to enter the User's last name.
6.	Enter the user's last name. When finished, press <b>#</b> .	The User's name is added to the directory.

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